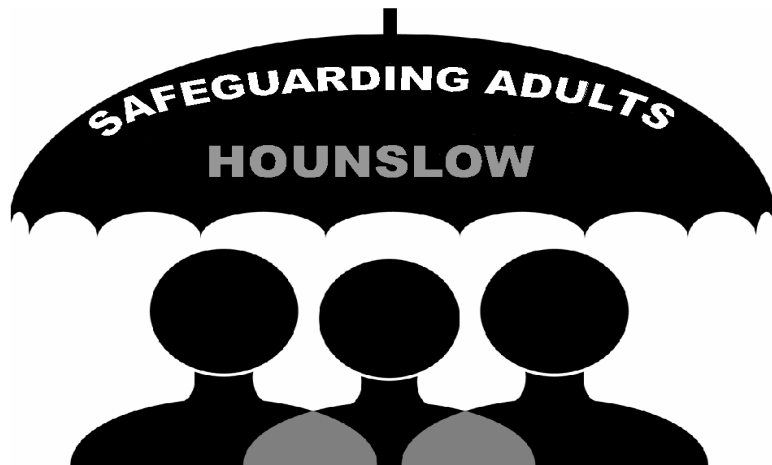


**HOUNSLOW SAFEGUARDING ADULTS**



*Abuse hurts, Abuse is real,  
Abuse happens*

**Annual Report 2009-2010**



**London Borough  
of Hounslow**



West Middlesex  
University Hospital  
NHS Trust



West London Mental Health



NHS Trust

Hounslow



Primary Care Trust

**Prepared by:  
Safeguarding Adults Team  
July 2010**

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## Foreword by Councillor Gurmail Lal

The Safeguarding of Vulnerable Adults in Hounslow is a core function of Adult Social Care Services since the 'Multi-Agency Adult Abuse Policy' was first developed in 1994. This has been revised to reflect learning from national studies and to make sure we have in place the processes, systems and practices to:-

- Make sure people in Hounslow (including Elected Members, staff, partner agencies, residents and carers) are aware of issues about the abuse of adults.
- Give priority to safeguarding people from abuse.
- Help prevent people experiencing abuse in the first place.
- Recognise and act appropriately when there are allegations of abuse and support the person who has experienced abuse.
- Learn lessons and develop excellent practice.



It is the Council's role to lead and coordinate these arrangements with partner organisations, including all Social Care Providers and the Care Quality Commission (Social Care Regulators).

This report reflects the level of commitment and activity undertaken to train staff, raise awareness within the community, support front line staff and investigate abuse allegations.

In Hounslow, we have safeguarding services to be proud of and we will continue to develop them. It is our aim that abuse of vulnerable adults will be as intolerable to Hounslow Communities as is the abuse of children and young people.

With the Putting People First Agenda developing in Hounslow we have to review how safeguarding frameworks can be developed to ensure the safety and protection of vulnerable adults in the context of greater choice and control. We will pay particular attention to financial abuse and evaluate risks for those receiving personal budgets. While taking a positive approach to risk management and trying to enable people to meet their needs in ways which reflect their lifestyles, we will ensure that safeguarding is considered as a core element of support planning.

We will continue our community awareness programme, working with our excellent team of volunteers, to make sure that people know about safeguarding and how to deal with potential or actual abusive situations. Access to effective advocacy, good risk assessment and risk management will become ever more crucial to support people accessing non-traditional support.

Please can I encourage you to report any concerns you have that a vulnerable adult is being abused.

**Councillor Gurmail Lal**  
**Lead Member for Adult Social Care and Health**

**The first part of this Annual Report (Sections 1 to 20) deals with Safeguarding Adults. The second part (Section 21) deals with Deprivation of Liberty Safeguards**

## **1. Introduction.**

The protection of vulnerable adults is a Local Strategic Partnership 2010 priority.

The Hounslow Multi-Agency Safeguarding Adults Policy defines a Vulnerable Adult as:

*“A person who is, or may be, in need of Community Care services by reason of mental or other disability, age or illness; and*

*Who is, or may be, unable to take care of him/herself, or unable to protect him/herself against significant harm or exploitation”*

The Policy then defines Adult Abuse as:

*“The violation of an individual’s Human and Civil Rights by any other person or persons. Further, it is any action or deliberate inaction that results in physical, sexual, emotional or financial harm and can be perpetrated by either someone known to the victim or a stranger. The abuse can be an isolated incident, or have occurred over a period of time.”*

This report gives an overview of the application of the Hounslow Safeguarding Adults Policy.

This report:-

- Explains the roles and responsibilities of the Safeguarding Adults Team.
- Analyses the statistical data.
- Details the training offered to all staff working with vulnerable adults in Hounslow.
- Reviews the progress of safeguarding adults in 2009/10.
- Aims to continue to drive up standards for safeguarding of vulnerable adults.
- Details an action plan for the year 2010/11.

Overall responsibility and direction for Safeguarding Adults Policy and Practice in Hounslow lies with the **Hounslow Safeguarding Adults Board**. It is a Multi-agency Partnership Board with the responsibility for promoting, directing, informing and supporting work to safeguard vulnerable adults in Hounslow. It sets out to achieve this by ensuring that safeguarding adults in Hounslow is seen as everyone’s business, that it is strategically driven and included in strategic thinking, policies, plans and documents in all agencies represented on the Board. The Board has clear links with the Community Safety Partnership to ensure that work is aligned and that prevention activity is universal.

The Board is chaired by the Assistant Director - Transformation and Performance from Hounslow Council’s Community Services Department and has representatives

from NHS Hounslow; Hounslow Community Safety Partnership; West Middlesex University Hospital; West London NHS Mental Health Trust; Hounslow and Richmond Community Healthcare; Children's Services and Lifelong Learning; Housing Strategy and Services; Community and Voluntary Services; Care Quality Commission; Adult Social Care Commissioning; Local Involvement Network; Metropolitan Police and the Hounslow Safeguarding Adults Team.

## **2. National Context.**

In 1994 Hounslow Social Services developed its first "Multi-Agency Adult Abuse Policy". Following the publication of "No Secrets" by the Department of Health in 2000, Hounslow Social Services and other statutory agencies in Hounslow set up a new policy for the Protection of Vulnerable Adults from Abuse in October 2001. This policy was agreed and signed by the five statutory agencies.

A revised policy was agreed and signed by the five statutory agencies and was published in April 2004.

In March 2007, following recommendations made by the Association of Directors of Adult Social Services (ADASS), the entire policy was re-written. Adult Protection became known as Safeguarding Adults in line with the National ADASS document<sup>1</sup>.

The European Court of Human Rights has said that the rights of people who cannot make decisions themselves and who may have had their liberty taken away in Hospitals and Care Homes must be strengthened.

From 1 April 2009, Mental Capacity Act 2005 Deprivation of Liberty Safeguards (MCA DoLS) legislation was introduced. This is part of the Mental Health Act 2007, by the Department of Health in April 2009. The MCA DoLS are new statutory safeguards introduced for people who are unable to make decisions about their care of treatment.

The MCA DoLS were introduced to prevent deprivations of liberty without proper safeguards including independent consideration and authorisation. Deprivations of liberty in Hospitals or Care Homes, other than under the Mental Health Act, should now follow the MCA DoLS process and all affected patients and residents should benefit from the new safeguards.

The consultation, 'Safeguarding Adults': The review of 'No Secrets Guidance on developing and implementing multi-agency procedures to protect vulnerable adults from abuse' started in October 2008 and a summary of responses was published by the Department of Health in July 2009<sup>2</sup>.

A written ministerial statement<sup>3</sup> was published in January 2010 by the Minister of State, Department of Health, detailing the Governments Response. This included

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<sup>1</sup> Association of Directors of Social Services; National Framework: 'Safeguarding Adults', October 2005

<sup>2</sup> [www.dh.gov.uk/en/Consultations/Responsestoconsultations/DH\\_102764](http://www.dh.gov.uk/en/Consultations/Responsestoconsultations/DH_102764)

<sup>3</sup> House of Commons Written Ministerial Statements for 19 January 2010

establishing an Inter-Departmental Ministerial Group to determine policy and work priorities; provide a strategic and co-ordination role and to provide public and parliamentary advocacy for this policy area. It also stated that new legislation would be introduced to strengthen the local governance of safeguarding by putting Safeguarding Adults on a statutory footing.

The General Election has taken place since then, and the current position is that this is still a Government priority but that legislation is likely in the next parliament, not this one.

### **3. Local Context.**

The “Hounslow Multi-Agency Safeguarding Adults Policy” was produced after wide consultation with all the statutory agencies and with many individuals and organisations who work with vulnerable adults in Hounslow. The new policy was agreed and signed by the London Borough of Hounslow’s Community Services Department, Hounslow Primary Care Trust, Metropolitan Police, West Middlesex Hospital and West London Mental Health Trust.

For the past year there have been detailed discussions across all the London Boroughs to draft and agree a “Pan-London Safeguarding Adults Policy”. This work is now reaching its conclusion and the new policy is likely to come into operation later in 2010.

Because of delays in producing this London policy, Hounslow has updated the Safeguarding Adults Policy, which is currently subject to consultation and will very shortly be available for implementation.

In 2009/10 some of the main challenges for Safeguarding Adults in Hounslow have been the implementation of the Deprivation of Liberty Safeguards and the implementation of Putting People First and positive risk. The London Borough of Hounslow’s Community Services Department has also had a full Safeguarding Adults inspection by the Care Quality Commission in January/February 2010.

### **4. Summary.**

This report highlights the increasing safeguarding adults activity in Hounslow.

All the indicators have increased including:

- The number of full adult abuse reports.
- The number of adult abuse alerts.
- The number of staff trained.
- The number of people attending the awareness week.

2009/10 was a demanding but rewarding year. Hounslow’s Safeguarding Adults systems and procedures were thoroughly inspected and challenged in the inspection carried out by the Care Quality Commission in early 2010. The report has yet to be published but improvement plans are in place to deliver the necessary changes.

Further major changes are certain to follow in 2010/11 with the implementation of the Pan-London Safeguarding Adults Policy later in the year.

## **5. Current Structure.**

During 2009/10 the Safeguarding Adults Team has undergone some structural changes. Safeguarding Adults is now part of the Review and Safeguarding Team together with the Review Team.

One outcome of the recent CQC inspection was recognition that there was an inappropriate level of involvement in individual cases by the Safeguarding Adults Coordinators. There has now been a shift in responsibility from the Safeguarding Adults Team to the appropriate line managers, with additional training provided for managers to support their role. Safeguarding Co-ordinators continue to provide support and advice for more complex cases.

The Hounslow Safeguarding Adults Policy states that when a referral of an adult abuse allegation is received a "Lead Person" must be identified. This Lead Person is normally a staff member from the Community Services Team, Community Team or a team at Lakeside Mental Health Unit. The Lead Person will hold a strategy meeting, carry out an investigation and assessment of the abuse and involve the Police and other agencies as appropriate. The Safeguarding Adults Co-ordinators have an overview and advise in this process.

The investigations where the Safeguarding Adults Coordinators become directly involved as the Lead Person are those that are of a very serious or complex nature and those that involve a service user placed by another Local Authority at a care home within Hounslow.

## **6. Roles and Responsibilities of the Safeguarding Adults Team.**

The Safeguarding Adults Coordinator posts are supported financially by the statutory agencies in Hounslow responsible for the implementation of the Hounslow Multi-Agency Safeguarding Adults Policy. Although managed within Community Services the post holders work on behalf of all the local statutory agencies (Metropolitan Police, West Middlesex University Hospital, West London Mental Health Trust, Hounslow Primary Care Trust and Hounslow Community Services).

The roles and responsibilities of the Safeguarding Adults Co-ordinators include:

- Being a reporting point for all staff working with vulnerable adults in Hounslow when they are concerned that adult abuse may be happening.
- Giving advice, support and guidance to all staff working with vulnerable adults when there has been an adult abuse allegation.
- Being a contact point for service users, carers and families to report abuse and to ensure that a referral is made to the relevant team.
- Being a contact point for general advice on safeguarding adults.
- Taking the lead in certain serious and complex cases of adult abuse.

- Being the Lead Person when there are abuse allegations involving individual vulnerable adults in the Borough who are placed from other Local Authorities.
- Providing Adult Abuse Awareness training sessions to any staff working with vulnerable adults in Hounslow.
- Coordinating and providing training for managers and for staff investigating abuse allegations.
- Monitoring data in regards to allegations of abuse.
- Publicising and promoting Safeguarding Adults throughout Hounslow in order to raise awareness and encourage reporting of adult abuse.
- Organising the Safeguarding Adults Board and the Multi-Agency Safeguarding Adults Practitioner's Group.

Key tasks for the Safeguarding Adults Team include to support and organise:-

- The Adult Abuse Awareness Week.
- Safeguarding Adults Training.
- The Adult Abuse Awareness Team of volunteers.
- The Safeguarding Adults database.

## **7. Adult Abuse Awareness Volunteers.**

The "Adult Abuse Awareness Volunteers" (AAA Team), comprising 12 volunteers of both genders and a variety of ethnic backgrounds run several information stalls per month in public places, health facilities and community meeting places such as churches, mosques and gurdwaras. The Safeguarding Adults Team has received a number of referrals from members of the public as a direct result of the work of this group. The AAA Team are managed and supported by the Safeguarding Adults Assistant.

Members of the AAA Team performed in a series of very successful plays illustrating scenarios of adult abuse for the Service Users' Conference at Hounslow's 2010 Adult Abuse Awareness Week. The AAA Team have also delivered peer training on Safeguarding Adults awareness to older service users.

Attached at Appendix 1 is a list of all the information stalls run by the AAA Team in the period from March 2009 to April 2010.

## **8. Joint work with Community Safety Partnership.**

Hounslow Safeguarding Adults have ensured that there is joint working with the Community Safety Partnership. Essential information to help safeguard vulnerable adults is regularly shared with Community Safety staff.

The Community Safety Partnership is now represented on the Safeguarding Adults Board.

## **9. Partnership work with the Police and Domestic Violence Services.**

It is notable that more than 65 of the 361 abuse reports received in 2009/10 have been so serious that they required Police involvement. These 65+ reports to the Police led to 3 convictions, for example: one paid carer was convicted for theft and financial abuse from a frail elderly man.

More than 60 cases were referred to the Domestic Violence Outreach Service for joint work with Safeguarding Adults.

Safeguarding Adults attend the monthly Multi Agency Risk Assessment Committee (MARAC). The MARAC sets up action plans in response to the most serious domestic violence cases. The MARAC is led by the Police and includes representatives from many statutory and voluntary agencies.

For the past year, in response to the high level of partnership working with the Police and Domestic Violence Services, one of the Safeguarding Adults Coordinators spends two hours once a week visiting the office shared by the Police Community Safety Unit and the Domestic Violence Outreach Service. This arrangement started in March 2009.

## **10. Partnership work with CQC (Care Quality Commission).**

When an abuse allegation occurs in CQC Registered Services (Care/Nursing Homes and Domiciliary Care Agencies) the Safeguarding Adults Team work closely with the CQC.

This partnership works very well. In 2009/10 there were about 50 Multi-Agency Safeguarding Adults Strategy Meetings concerning CQC Registered Services. Safeguarding Adults were strongly supported by CQC who attended some of the Strategy Meetings.

## **11. Training.**

All the training detailed in the boxes below is provided and coordinated by the Safeguarding Adults Team at no cost to the organisations who take up the training.

### **a. Frontline Staff – Briefing Session**

From May 2004 to March 2010 one of the most successful aspects of the work has been the Adult Abuse Awareness briefing sessions that are provided to any staff working with vulnerable adults in Hounslow.

These sessions last for 2 hours. The aim is:

1. To ensure awareness of adult abuse;
2. To encourage staff to report concerns of abuse;
3. To ensure that staff know how to report concerns of abuse.

This format of training was developed because there was a need to reach all staff from any organisations and agencies working with Vulnerable Adults. It can often be very difficult for organisations to send staff for training on specific days at an outside venue. Experience has shown that many more staff can be trained when briefing sessions are provided at the workplace at a time to suit the organisation. Also this way of providing the briefing sessions allows staff such as domestic staff and catering staff to attend.

Adult Abuse Awareness is now required training for staff at West Middlesex Hospital, Hounslow PCT and West London Mental Health Trust. Many of the sessions detailed above have been held with these health service organisations.

**b. Frontline Staff – In-Depth Adult Abuse Awareness.**

A one day course “In-Depth Adult Abuse Awareness”. As with the Briefing Sessions the one-day course is provided to any staff working with vulnerable adults in Hounslow. This course was introduced in 2007. This course is run 4 times per year.

Similar to the Briefing Sessions the aim is:

1. To ensure awareness of adult abuse;
2. To encourage staff to report concerns of abuse;
3. To ensure that staff know how to report concerns of abuse.

Recently, due to high demand for this course, two extra course dates have been added to the normal quarterly dates.

**c. Manager and Deputy Managers – Provider Services.**

A one-day course “The Role of the Manager in Safeguarding Adults and Adult Abuse Investigation”. This is designed for Managers, Deputies and Senior Staff in any establishments or organisations providing services to vulnerable adults. This course is run 4 times per year.

The objectives for this one-day course are to:

- Know what the key parts of Hounslow’s Safeguarding Adults Procedure are.
- Develop skills on how to recognise signs and symptoms of the different types of adult abuse.
- Know their role in supporting service users who may be victims of abuse.
- Know what factors to consider when the victim of abuse is of black or minority ethnic origin.
- Know what constitutes good practice in dealing with allegations of adult abuse.
- Know their responsibility as a manager in a multi-agency investigation.
- Know the implications of the POVA list and the role of the employer.

**d. Investigating Abuse Allegations.**

Safeguarding Adults Team provides a two-day course “The Assessment and Investigation of Adult Abuse”. This is designed for Social Workers, Care Managers, Senior Community Nurses, Senior Hospital Nurses and Police Officers who will be directly involved in the assessment and investigation of adult abuse in Hounslow. This course is repeated three times yearly.

The objectives for this two day course are to:

- Look at definitions of abuse and the impact on practice.
- Examine strategies for practice in a multi-disciplinary way and discuss working in partnership with victims, families of victims and perpetrators of abuse.
- Identify techniques and interview skills for working with difficult abusive situations.
- Gain understanding of the present legal framework for dealing with adult abuse and to be able to work within the context of local policy.

**e. Managing Adult Abuse Investigations.**

In 2009/10 a new one-day course was introduced specifically aimed at Team Managers, Assistant Team Managers, Senior Social Workers and Senior Nurses who will be directly involved as in the management of safeguarding adults investigations. This course is aimed at the Older Peoples Teams, West Middlesex University Hospital Team, Community Team for People with Learning Disabilities, Independent Living Team, the Community Mental Health Teams and teams at Lakeside Mental Health Unit.

The objectives for this one-day course are to:

- Know the key parts of Hounslow’s Safeguarding Adults Policy.
- Ensure that their staff are supported to act as the lead person in adult abuse investigations.
- Examine multi-agency strategies for managing adult abuse investigations.
- Understand the essential role of the Safeguarding Adults Action Plan.
- Manage working in partnership with statutory agencies, service providers and victims, families of victims and perpetrators of abuse.
- Understand the key aspects of organising and chairing a Safeguarding Adults Strategy Meetings.

**f. Vulnerable adults, their families, friends and carers.**

In 2009/10 a number of sessions and events for vulnerable adults and their families, friends and carers were organised. In addition there was a very successful conference for service users as part of the Adult Abuse Awareness Week – see section 18 for more details. All sessions for vulnerable adults are individually planned to specifically meet the needs of the people who will attend.

**g. Attendance at training courses in 2009/10.**

A detailed breakdown of who attended the training provided to staff is given in the following table.

<b>Type of service</b>	<b>No. of staff attending</b>	<b>Service User Group</b>	<b>No. of staff attending</b>
Hounslow Community Services	214	Physical Disability	67
West Middlesex Hospital	253	Mental Health	83
West London Mental Health Trust	56	Learning Disability	135
Hounslow Health (PCT)	257	Elderly Physically Frail	223
Independent Sector Providers – Care Agencies	122	Elderly Mentally Frail	121
Independent Sector Providers – Care Homes	107	All Service User Groups	569
Independent Sector Providers – Other	36	TOTAL	1198
Voluntary Sector	62		
Other	91		
TOTAL	1198		

**12. Safeguarding Adults Champions.**

At the Safeguarding Adults Board meeting in October 2009 it was decided that Hounslow should recruit and train a group of Safeguarding Adults Champions.

The aim was to recruit a group of enthusiastic individuals with excellent interpersonal skills to become Safeguarding Adults Champions to be a first point of contact for staff in their organisation for advice and guidance on Safeguarding Adults. The Champions would also become accredited Safeguarding Adults trainers and be expected to run short training sessions for staff in their area of work.

To apply for this training staff needed to have:

- Knowledge of adult abuse and Safeguarding Adults.
- Some experience of dealing with adult abuse allegations.
- The commitment to develop that knowledge and experience.
- An agreement, in principle, from their employer to support their attendance on the training.

- An agreement, in principle, from their employer that they would be able to provide ten training sessions per year.

This recruitment was aimed at experienced staff such as: Social Workers, Nurses, Qualified Social Care and Health Professionals, Seniors and Managers in organisations that provide services to vulnerable adults. 32 applications were received, 12 of whom were selected to ensure an even spread in terms of types of service and the service user groups covered.

The group of 12 potential Champions have now completed their formal training and they are now going through the accreditation process. As soon as the accreditation is confirmed the details of all the Champions will be widely publicised. The Safeguarding Adults Team will support the Champions to start providing training to staff.

### **13. Safeguarding Adults Data.**

The headline figures are as follows:

In 2002/3 there were **38 cases** of Adult Abuse reported and investigated

In 2003/4 there were **90 cases**

In 2004/5 there were **187 cases**

In 2005/6 there were **231 cases**

In 2006/7 there were **260 cases.**

In 2007/8 there were **300 cases.**

In 2008/9 there were **350 cases.**

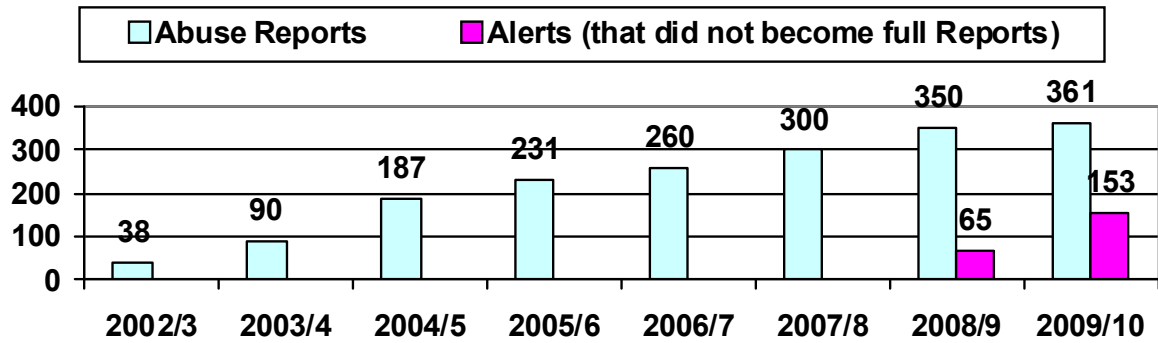
In 2009/10 there have been **361 cases.**

There is no doubt that raising awareness is encouraging vulnerable adults, staff and the wider public to report allegations of abuse. It is believed that it is not the abuse that has increased but the level of reporting of these incidents.

When an allegation of adult abuse is received the Lead Person (Social Worker or Health Staff) is required to complete a Safeguarding Adults Monitoring Form. This information is entered onto a database for statistical analysis.

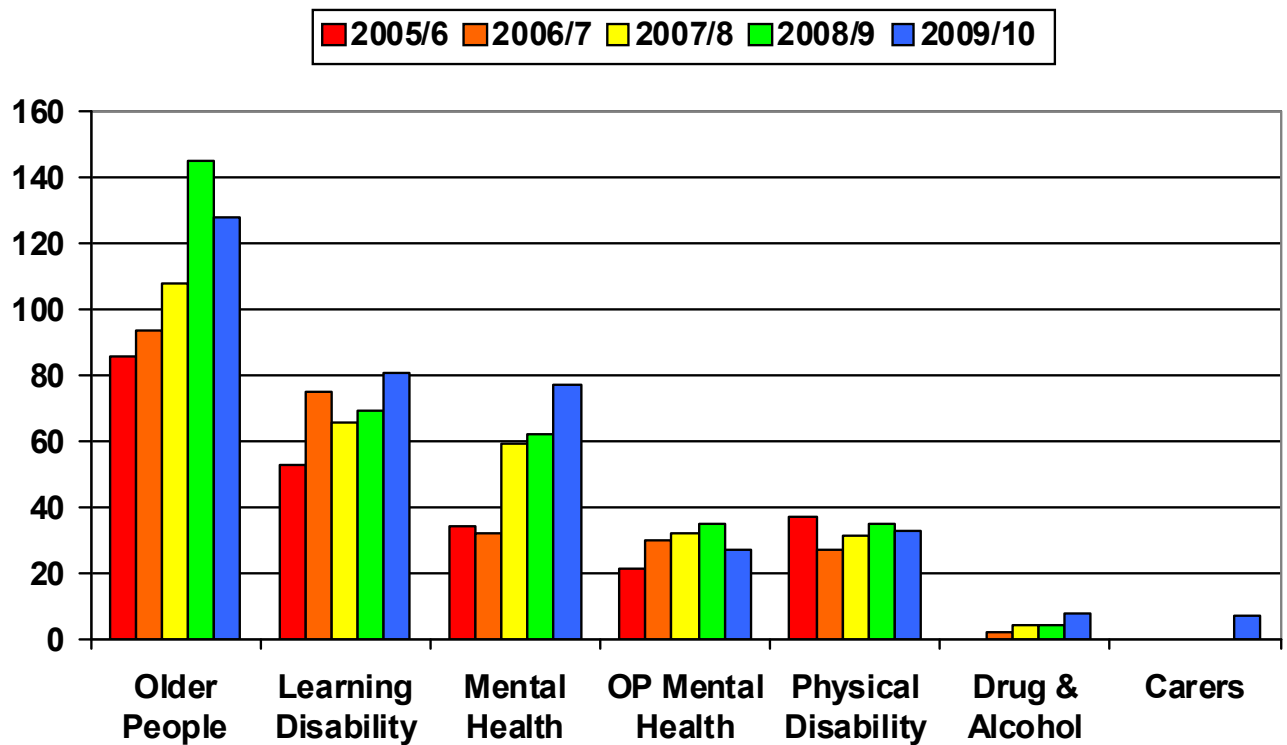
What follows is a summary of the main information collected in the database.

## Reported Cases of Adult Abuse

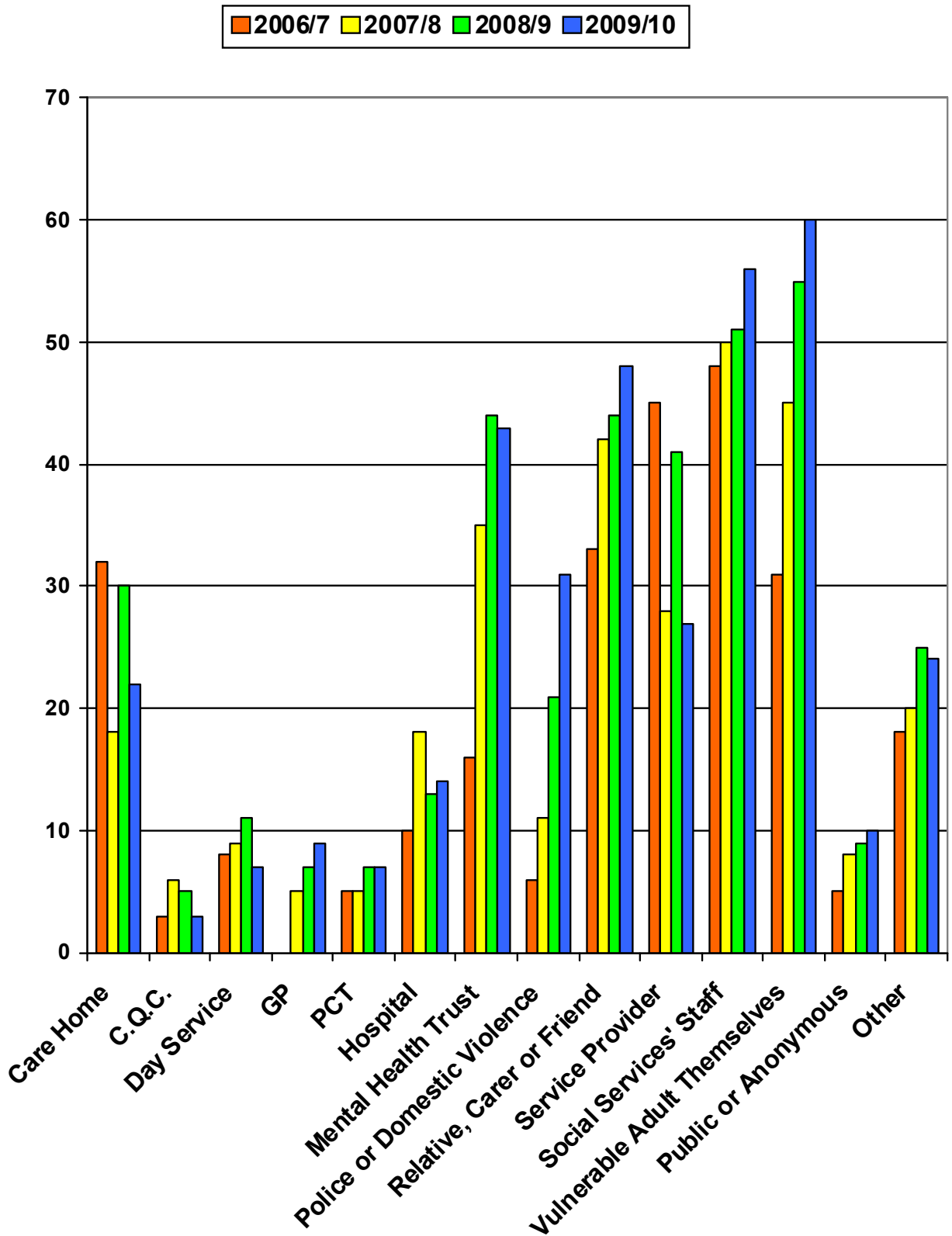


\* Alerts data has only been collected for the past two years.

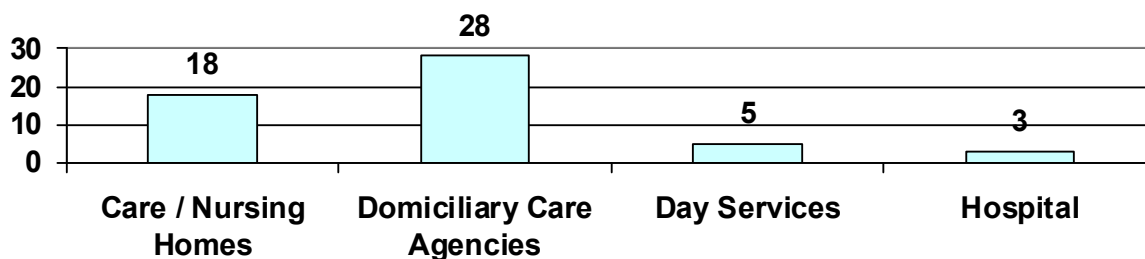
## The Victim - Service User Group



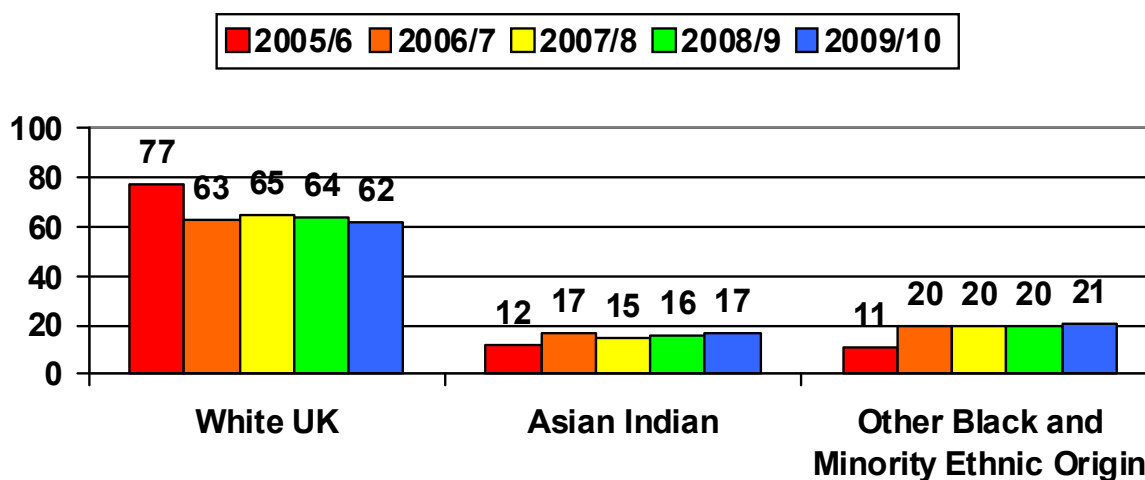
## Source of Adult Abuse Referral



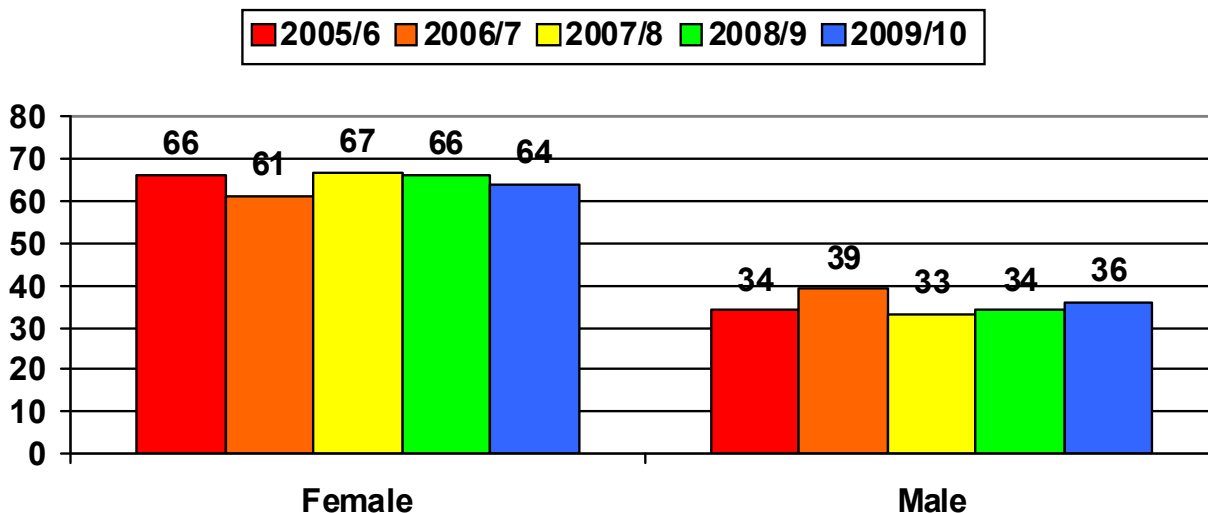
## Substantiated Adult Abuse allegations involving people in receipt of care services in 2009/10.



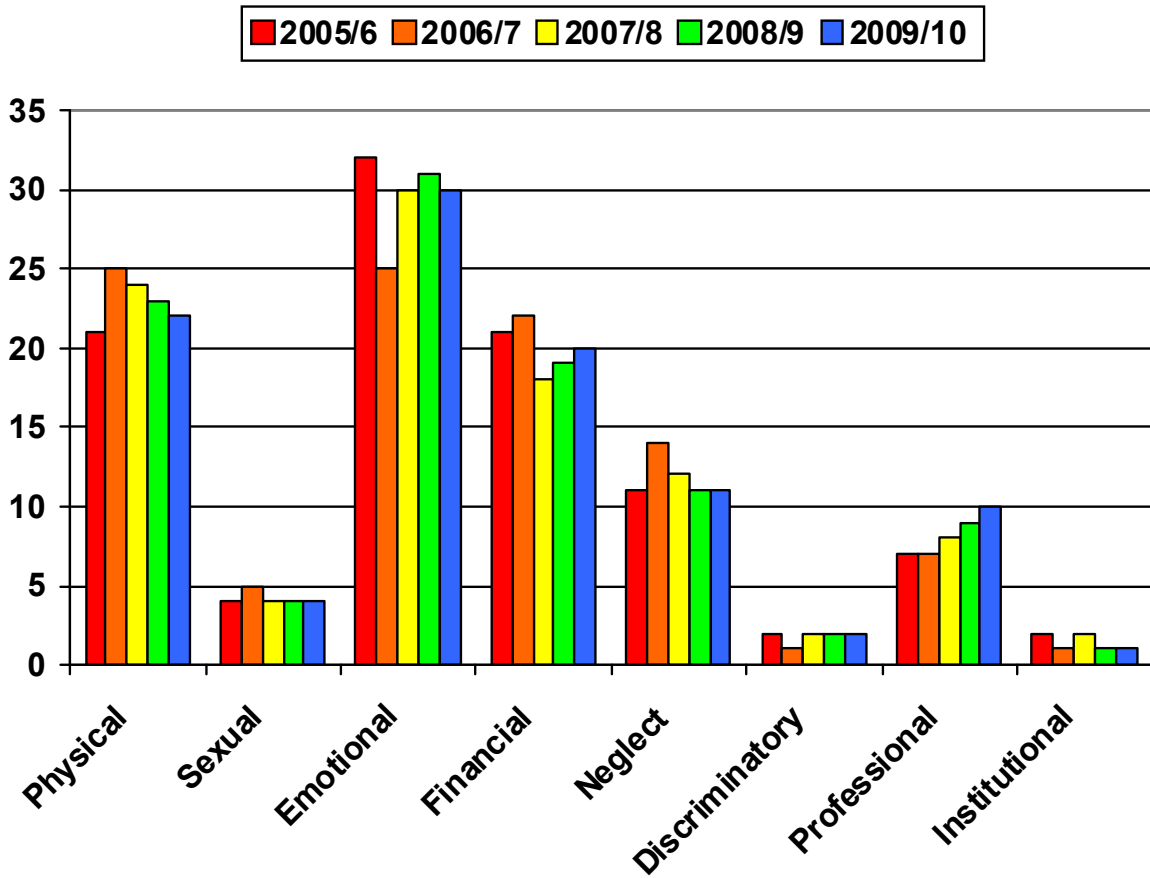
## The Victim - Ethnic Origin %



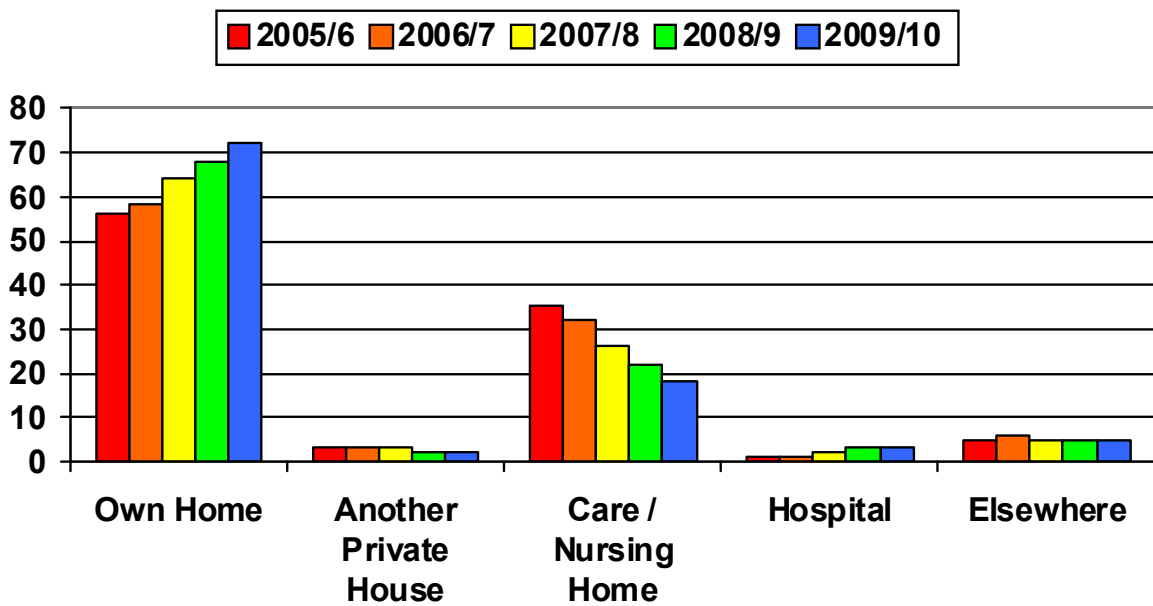
## The Victim - Gender %



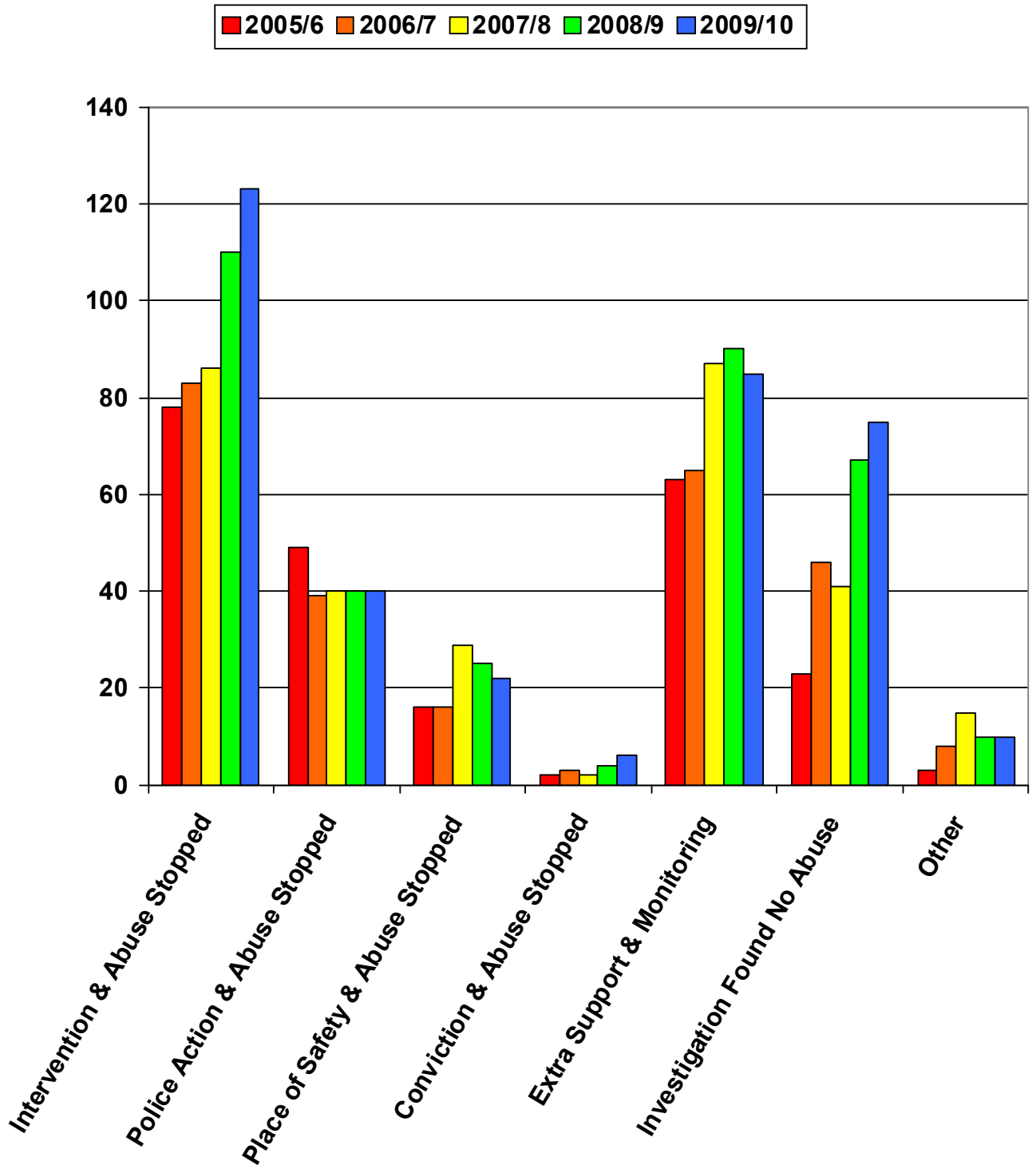
## Types of Abuse %



## The Place %



## The Outcome of the cases which became Safeguarding investigations



## 14. Analysis of the Safeguarding Adults Data

Each year the Safeguarding Adults carry out an analysis of data collected. The main issues that the data for 2009/10 highlights are as follows:

- 1) There was a small increase (just over 3%) in the number of reports of adult abuse. However there was a dramatic increase in the number of Alerts. Alerts are defined as expressions of concern about possible abuse where, at a very early stage of gathering information, it is evident that there is no adult abuse. Alerts were not recorded before 2008/9. The reasons for this dramatic increase include:
  - The work done by the Adult Abuse Awareness (AAA) Team in the wider community to raise awareness. See Section 7 in the report for further details of the AAA Team.
  - The increasing success of the Hounslow Adult Abuse Awareness Week.
  - Clear guidance from the Director of Community Services that Safeguarding Adults and adult abuse concerns must be given absolutely top priority.
  
- 2) The number of reports involving a service user with a learning disability continues to be very high. The Safeguarding Adults Team has carried out a detailed analysis of the possible reasons for this high level of reporting. The reasons include:
  - It is a common factor across many London Boroughs.
  - A high proportion of adults with a learning disability are known to services or are involved in services (e.g. Day activities, Specialist Health Care, Supported Living, Outreach Services) and as a result there is more opportunity for staff to pick up indications of possible adult abuse. This is supported by the disproportionately high number of abuse reports from Day Services and from Service Providers.
  - A large proportion of the alleged abuse is happening in the person's own home.
  - A good level of awareness of adult abuse amongst staff working with people with learning disabilities. This is supported by the fact that, in general, there is a good take up of adult abuse awareness training amongst those staff who work with people with learning disabilities.
  - In recent years people with learning disabilities have an increasing presence in the wider community but at the same time are often inherently vulnerable.
  
- 3) The number of reports being made by the vulnerable adult directly to a professional working with them has continued to increase significantly. In 2009/10 it was 60 reports. The reasons include:
  - The work done by the Adult Abuse Awareness (AAA) Team in the wider community to raise awareness.

- The continuing successful provision of adult abuse awareness training to staff leads to staff supporting and encouraging vulnerable adults to report abuse.
- 4) A steady increase year on year in the percentage of allegations of abuse where the abuse is happening in the vulnerable adults own home. This is matched by a steady decrease in the number of allegations where the abuse has taken place in a Care Home or Nursing Home. The reasons include:
- The work done by the Adult Abuse Awareness (AAA) Team in the wider community to raise awareness.
  - The continuing successful provision of adult abuse awareness training to staff in care homes and nursing homes.
- 5) In relation to the outcome it is worth noting that in 2009/10 the adult abuse was actually stopped by various interventions in 191 out of a total of 361 reports. In a further 75 cases the adult abuse investigation found no abuse substantiated.

## **15. Hounslow Safeguarding Adults Business Plan and Training Plan.**

The Hounslow Safeguarding Adults Board has an existing Business Plan written in 2008/9. This Business Plan will now need to be fully reviewed.

During 2009 -10 we have been reviewing Safeguarding Adults training in Hounslow. This has been informed by the work of the Training Sub-Group, by feedback from practitioners and from partner agencies, by comparison with other authorities' training plans, by a broader training needs analysis for London Borough of Hounslow's staff undertaken by an external consultant and by the work of the Quality Assurance Sub-Group.

The Safeguarding Adults Team is part of a working group with the London Borough Hounslow Community Services Department that has developed a training plan for its own staff. This plan includes mandatory Safeguarding Adults training for its entire staff. Safeguarding Adults Team is also part of West Middlesex Hospital's new Safeguarding Steering Group, which also plans to introduce various levels of mandatory Safeguarding Adults training.

As detailed earlier in this report for several years the Safeguarding Adults Team has been providing the following training:

- Induction sessions for new London Borough of Hounslow and partner agency staff.
- Briefing sessions for staff groups/volunteers.
- Briefing sessions for service users, families and carers.
- One-day in-depth adult abuse awareness.
- One-day course for Managers/Seniors in Provider Services.
- Two-day course on the assessment and investigation of adult abuse.

This year, in response to additional identified training needs, the following additional training has been provided:

- One-day course for Managers in Adult Social Care Teams on the supervision of Safeguarding Adults investigations
- Five day 'Train the Trainer' course for Safeguarding Adults Champions.
- One-day course for members of Safeguarding Adults Board.

An external trainer has been commissioned to assist with the provision of briefing sessions and one-day training courses in response to a very high demand for these courses.

## **16. Meetings.**

### **a. Safeguarding Adults Board.**

The Safeguarding Adults Board meets quarterly. The purpose of the Safeguarding Adults Board is for all agencies that have signed up to the policy to direct the implementation of the Policy and to monitor its application, to evaluate the data that has been recorded and to raise concerns about any strategic adult abuse concerns or any area of policy. The Safeguarding Adults Board also examines any issues that the Practitioners Group has raised and commissions Serious Case Reviews where applicable.

In the past year additional board members have been recruited and attendance levels have improved. A one-day training course for board members was held, which focussed on redefining the board's terms of reference, on clarifying individual and collective responsibilities and on future developments for Safeguarding Adults in Hounslow. This was well attended and felt to be of value by the participants.

### **b. Safeguarding Adults Board – Training Sub-Group.**

The Safeguarding Adults Board has established a Training Sub-Group with membership from Statutory and Voluntary Partners. The purpose of the Safeguarding Adults Board Training Sub-Group is to oversee and monitor Safeguarding Adults training in Hounslow in accordance with the training section of Hounslow Safeguarding Adults Business Plan.

### **c. Quality Assurance Sub-Group.**

This new group has been established to set up systems to quality assure all aspects of Adult Safeguarding. Quality Assurance is to be focussed on outcomes and on the experience of the vulnerable adult. The Quality Assurance Sub-Group will also disseminate lessons learned from analysis of safeguarding outcomes.

A new database has been developed and has been operational since 1<sup>st</sup> April 2010. This allows much more detailed and flexible analysis of safeguarding data. The system allows far more effective monitoring of timescales, by generating emails in

response to all new referrals with required dates for key meetings. Cases that are over running the required timescales are 'flagged up' by the system so the Lead Person, and their Manager, can be reminded of this.

Monthly file audits of a random sample of Safeguarding Adults investigations are carried out by a group of Senior Managers. Appropriate action is taken in response to this audit. Feedback on quality assurance outcomes is regularly provided to all Team Managers.

The Safeguarding Adults Team is in the process of organising for Hounslow to become part of a peer review system with other Local Authorities.

The Safeguarding Adults Team is also developing a system whereby we will be gathering and collating feedback (where appropriate) from the vulnerable adult themselves as to their experience of the safeguarding process, and its outcomes.

#### **d. The Multi-Agency Safeguarding Adults Practitioner's Group.**

The Safeguarding Adults Team organises the Multi-Agency Safeguarding Adults Practitioner's Group that meets quarterly and is chaired by the Safeguarding Adults Coordinators. The Multi-Agency Safeguarding Adults Practitioner's Group is for all staff in Hounslow who work with vulnerable adults. This includes Health Teams, Social Services Teams, Community Teams, Care Homes, Nursing Homes, Domiciliary Care Agencies, Private Providers of care, Voluntary Groups and Advocacy Groups.

This meeting is for practitioners to discuss any topic related to adult abuse and safeguarding. It is also an opportunity for Safeguarding Adults Team and practitioners to share useful information and raise concerns about the application of the policy, and has a valuable peer review function. Issues involved in complex adult abuse cases are discussed, using anonymised case studies. The Practitioners Group is well attended by staff from a wide range of agencies and organisations.

#### **17. Publicity and Promotion.**

The Safeguarding Adults Team continues to work closely with Hounslow Council's Corporate Communications Team to publicise Safeguarding Adults and generally raise the awareness of adult abuse. As a result there have been a number of features in "Hounslow Matters" Magazine and the local press.

In addition to the Hounslow Adult Abuse Awareness Week, the Safeguarding Adults Team has an ongoing programme of various publicity and promotional activities, throughout the year.

The Safeguarding Adults Team continue to circulate our "Adult Abuse" leaflet and contact cards for display in GP Surgeries, Libraries, Information Centres, Voluntary Organisations and many workplaces around Hounslow. This is available in various languages and in an easy-read version.

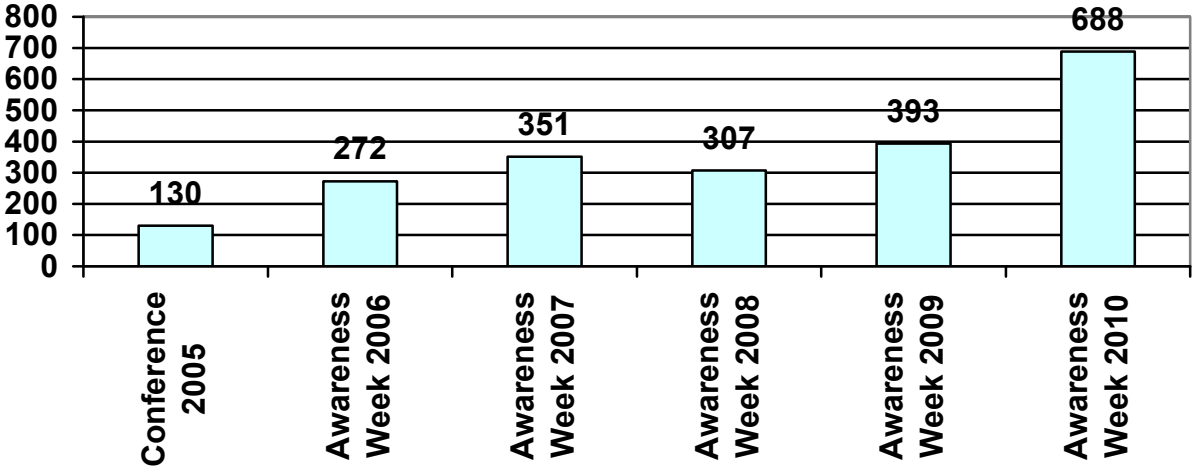
The Safeguarding Adults Team represents Hounslow on the London Safeguarding Adults Coordinators Network.

**18. Hounslow Adult Abuse Awareness Week 2010.**

Hounslow’s 4th Adult Abuse Awareness week was held from 15<sup>th</sup> to 19<sup>th</sup> March 2010. This week offered professionals, staff and service users the opportunity to participate in workshops, conferences, publicity stalls, receptions hosted by Age Concern and the Star Centre, and the annual Adult Abuse Awareness conferences. Attendance by professionals, service users, carers and the general public reached record levels this year (up 75% on the previous year), with the Civic Centre annexe filled to capacity during the service users conference.

The events held and attendances during the 2010 Adult Abuse Awareness Week are listed below:

The number of people attending awareness activities during the Awareness Week over the last four years is illustrated in the graph below:



Other forms of publicity for the Awareness Week were the distribution of bright yellow key rings and pens printed with the contact details of Hounslow Safeguarding Adults Team. Our thanks go to Hounslow UNISON for their support in sponsoring these publicity items.

**19. Review of Safeguarding Adults Action Plans for 2009/10.**

The protection of vulnerable adults is a Hounslow Plan (2006–2010) priority. Specifically there are three main objectives:

- Train professionals and providers across the Health and Care sectors to spot potential risk and act on it;
- Publicise the issues and the help available, and
- Ensure resources are directed towards protection.

The intended outcomes are better trained staff and higher levels of public awareness, assisted each year by the running of a Safeguarding Adults Week.

The following action plans were made for 2009/10 and the outcomes were as follows:

<b>Actions for 2009/10 (in date order):</b>	<b>Target Date:</b>
<p>1. Raising awareness of adult abuse within all sections of Hounslow's diverse communities by continuing to make contact with community organisations and service providers. This will include training and promotions to raise the awareness of adult abuse.</p> <p><b>OUTCOME: ACHIEVED. SEE TRAINING, AWARENESS WEEK and A.A.A. TEAM FOR DETAILS.</b></p>	Ongoing
<p>2. To continue, in partnership with Hounslow PCT, to provide Adult Abuse Awareness sessions to GPs and staff in all of Hounslow's 59 GP Practices.</p> <p><b>OUTCOME: ACHIEVED. FINAL 11 SURGERIES TRAINED IN 2009/10</b></p>	Ongoing
<p>3. To ensure that it is a requirement in service contracts that service providers train their staff on Safeguarding Adults.</p> <p><b>OUTCOME: ACHIEVED</b></p>	December 2009
<p>4. To develop links and a working protocol with the lead staff for the Deprivation of Liberty Safeguards in Hounslow.</p> <p><b>OUTCOME: ACHIEVED</b></p>	December 2009
<p>5. As part of the Safeguarding Adults Training Plan for Hounslow to identify training needs for the statutory and independent sector in Hounslow.</p> <p><b>OUTCOME: ACHIEVED</b></p>	January 2010
<p>6. Develop specialist training on the management of adult abuse allegations for managers and seniors in the Adult Social Care Teams and Community Teams.</p> <p><b>OUTCOME: ACHIEVED</b></p>	February 2010
<p>7. Plan and hold an "Adult Abuse Awareness Week" in March 2010.</p> <p><b>OUTCOME: ACHIEVED</b></p>	March 2010
<p>8. To review the operation of the Hounslow Safeguarding Adults Policy and report the findings at the next Adult Awareness week.</p> <p><b>OUTCOME: ONGOING</b></p>	March 2010
<p>9. Consult on and put into practice the best way to present adult abuse awareness information to adults with sensory disabilities.</p> <p><b>OUTCOME: ONGOING</b></p>	March 2010

## 20. Safeguarding Adults Action Plans for 2010/11.

Actions for 2010/11 (in date order):	Target Date:
1. Hounslow Community Services to ensure that systems are in place to monitor the response to safeguarding concerns, including adherence to timescales, quality and format of recording and outcomes.	July 2010
2. Supporting the newly recruited Safeguarding Adults Champions to undertake their training and advice role once accredited.	August 2010
3. The Training Sub-Group to be reviewed and refreshed with new membership from key partners. Training plan to be updated to include mandatory training for all Hounslow Community Services staff. Mandatory training to be promoted with partner agencies.	October 2010
4. A formalised Quality Assurance system to be set up under the guidance of the Quality Assurance sub group. Sub-group to report quarterly to Safeguarding Adults Board	October 2010
5. Second round of Safeguarding Adults Champions training to commence in Autumn 2010, with the aim of a further 10 Champions in place by early 2011.	December 2010
6. Discussion with neighbouring Local Authorities to establish a system for the peer review of Safeguarding Adults work.	February 2011
7. Undertake detailed analysis of Safeguarding Adults data to inform Safeguarding Adults Board with regards to any policy issues.	Throughout 2010/11
8. Improve performance management of Safeguarding Vulnerable Adults with improved dataset and analysis	By October 2010 then quarterly reviews

## 21. Mental Capacity Act/Deprivation of Liberty Safeguards in Hounslow

In March 2009 it was agreed that a joint MCA/DoLS office would be established for the Local Authority and the PCT, with the Local Authority taking the lead and managing the office. This office is situated within the Safeguarding Adults Service and Review Team at Heston Gardens. Since March 2010 the DoLS office became part of this integrated team and now has an overall Team Manager.

Since June 2009 the post of MCA/DoLS Manager has been covered by a secondment. Both Local Authorities and PCTs have a statutory responsibility for DoLS and consideration will need to be given as to whether it is to become a substantive post.

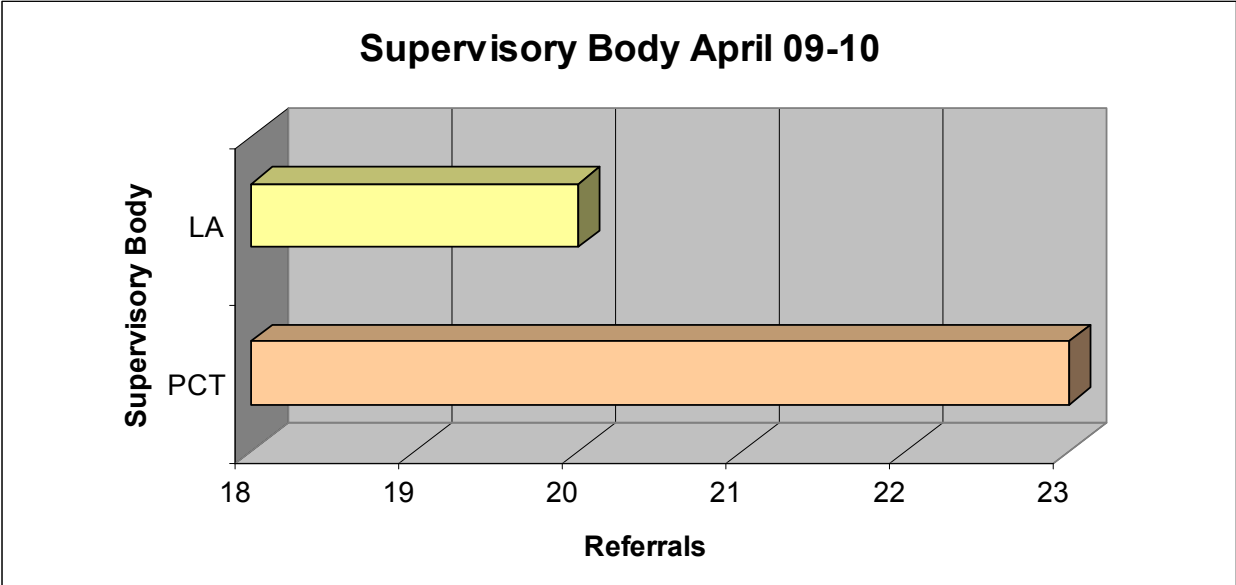
Additional effective administrative support now enables the MCA DoLS Manager to do further awareness-raising with managing authorities and Care Managers within the Supervisory Bodies. Better systems and data recording are being established to keep track of the increasing numbers of referrals and authorisations that require reviewing and or reassessment.

As Supervisory Bodies, the PCT and Local Authority are required to have Senior Managers as signatories for any authorisation requests made. The identified authorisers for the London Borough of Hounslow are the Assistant Director - Transformation and Performance, and the Assistant Director - Joint Commissioning Adult Services (LBH)/Director for Adult Commissioning (PCT). The authoriser for NHS Hounslow is the Director of Commissioning, Primary and Community Care and the Joint Director of Public Health.

**22. Number of people benefiting from Deprivation of Liberty Safeguards for Hounslow**

In the first year April 2009 – March 2010 Hounslow received a total of 43 referrals. This means that a total of 43 people have had their deprivation of liberty independently assessed and considered by Best Interests Assessors.

This is broken down and shown below as 20 Local Authority and 23 PCT.

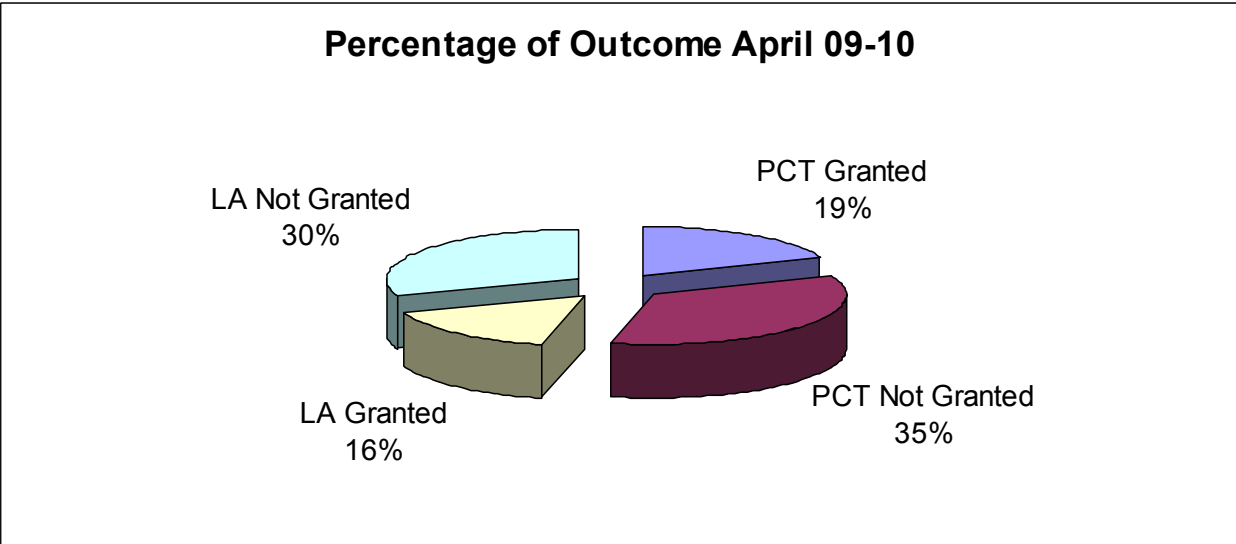
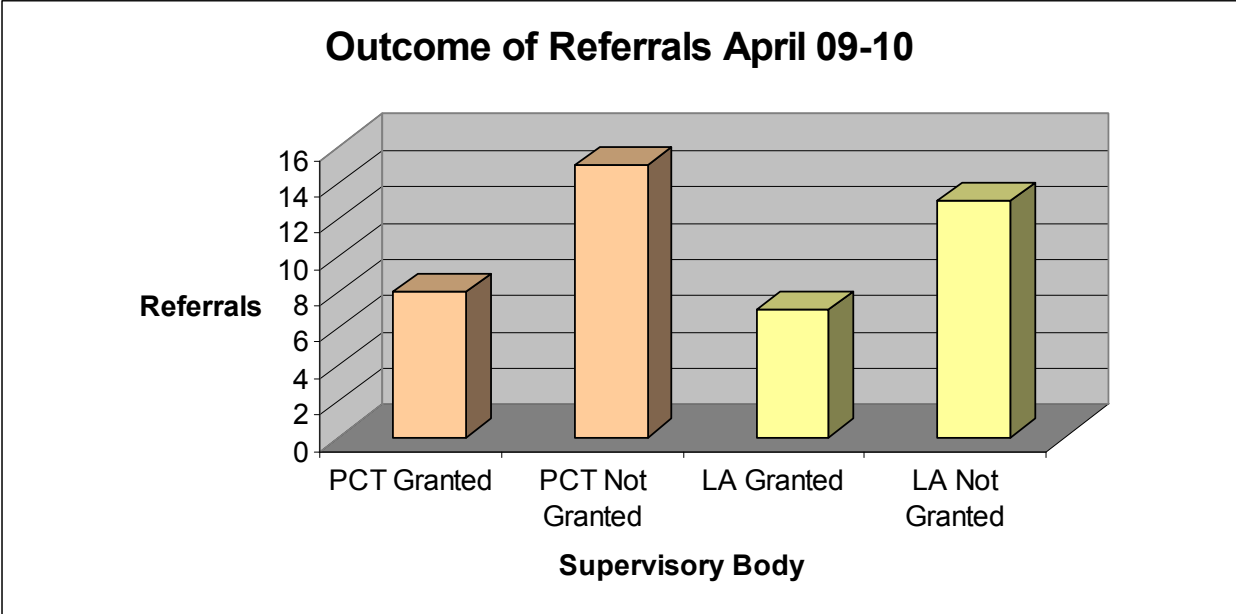


In April 2010, the DoH reported that national activity levels are at about a third of the level estimated prior to the introduction of the new safeguards. They also said that, “Fewer people than thought are receiving care and treatment which involves them being deprived of their liberty, but there are probably a number of deprivations not recognised and not authorised.”

Of the 23 PCT assessments, 8 resulted in authorisations being granted and 15 not granted. For the LA it was 7 granted and 13 not granted.

Overall Hounslow has seen 35% of assessments resulting in authorisations being granted (see charts below). This is slightly above the 25% predicted by the DoH, but lower than the national average of 50%.

Of the 20 Local Authority referrals, 8 have been for placements outside of the London Borough of Hounslow. Due to the geographical distance of 2 cases it has been necessary to commission the local DoLS Office in that area to carry out the necessary assessments on Hounslow’s behalf.

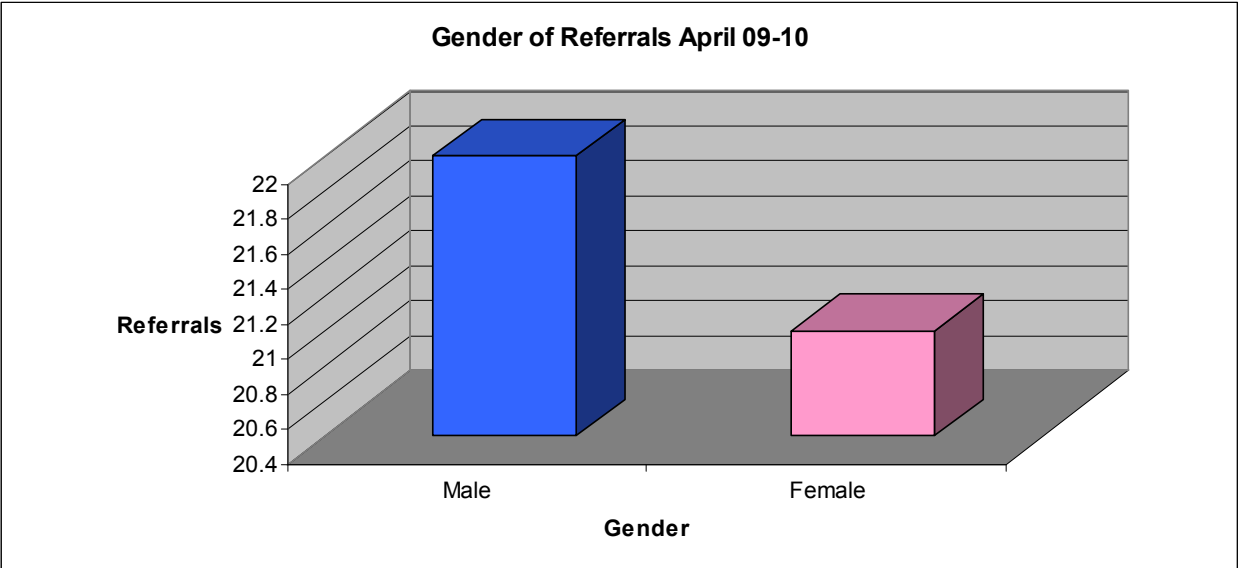


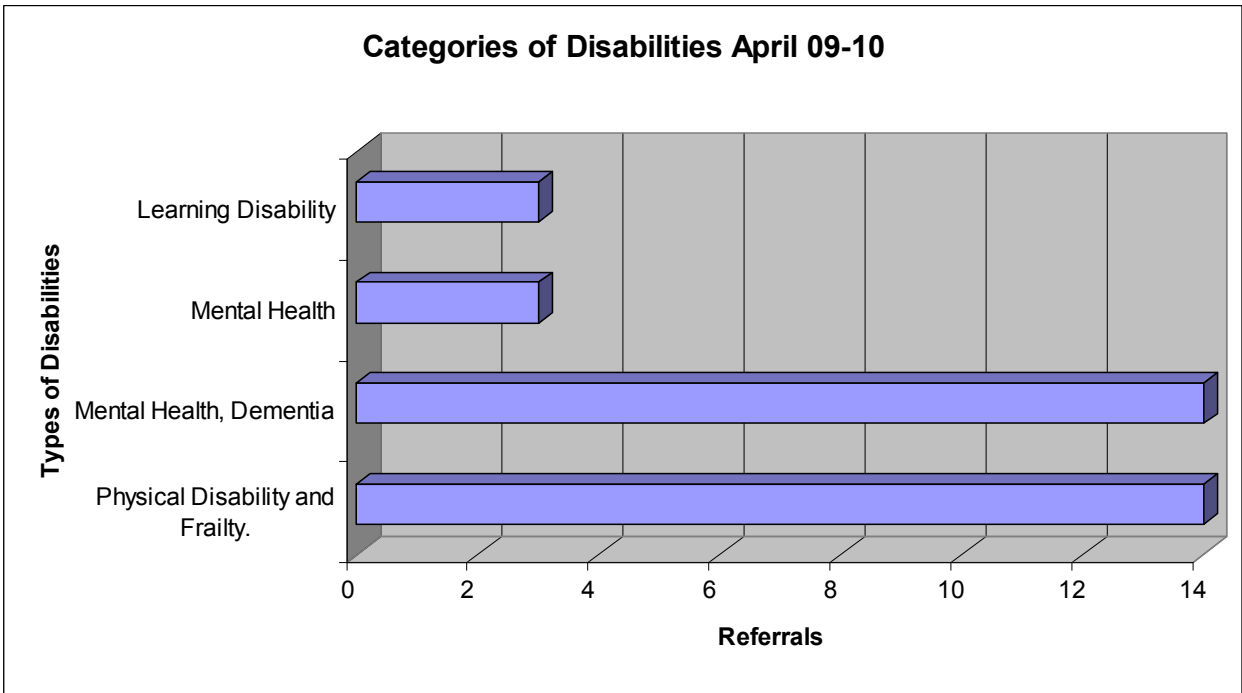
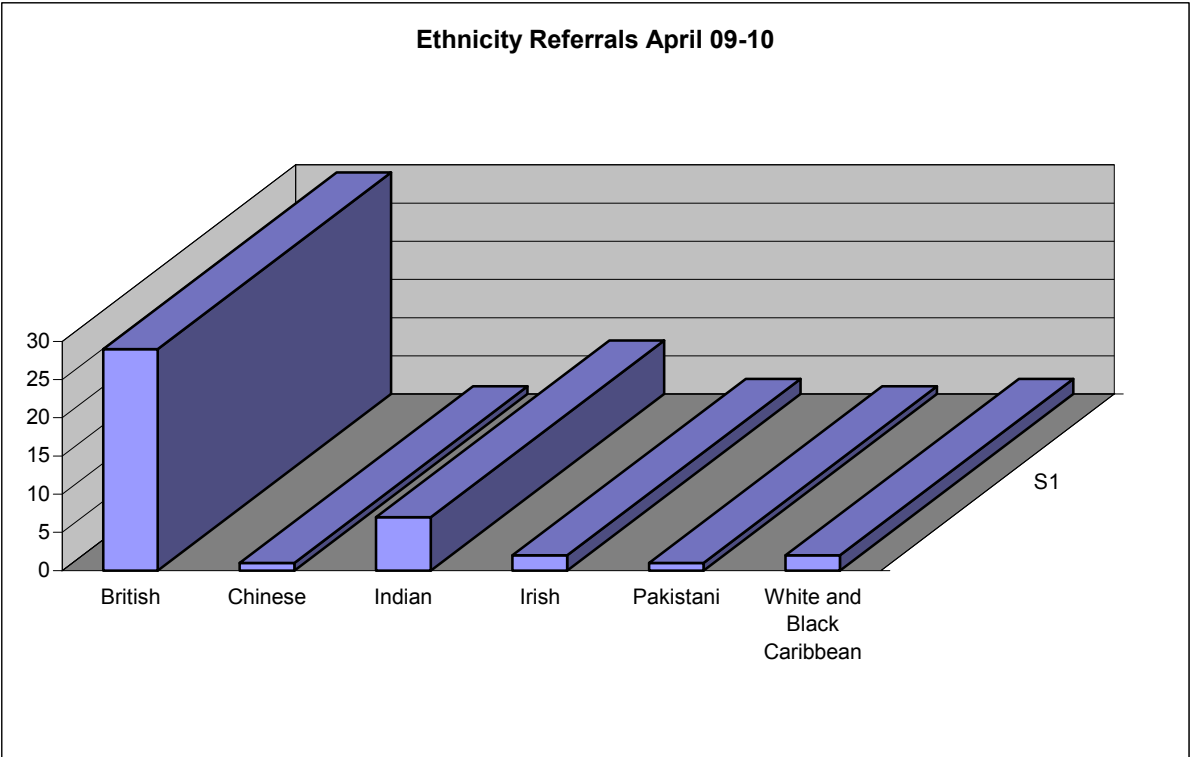
The graphs below show the referrals broken down further into, gender, ethnicity and disabilities.

The majority of referrals to date are male.

The disabilities graph indicates that the majority of the referrals are for adults experiencing Dementia who also have some physical disability and frailty.

There are a low number of referrals for learning disability residents which may indicate a need for further awareness raising with managing authorities.

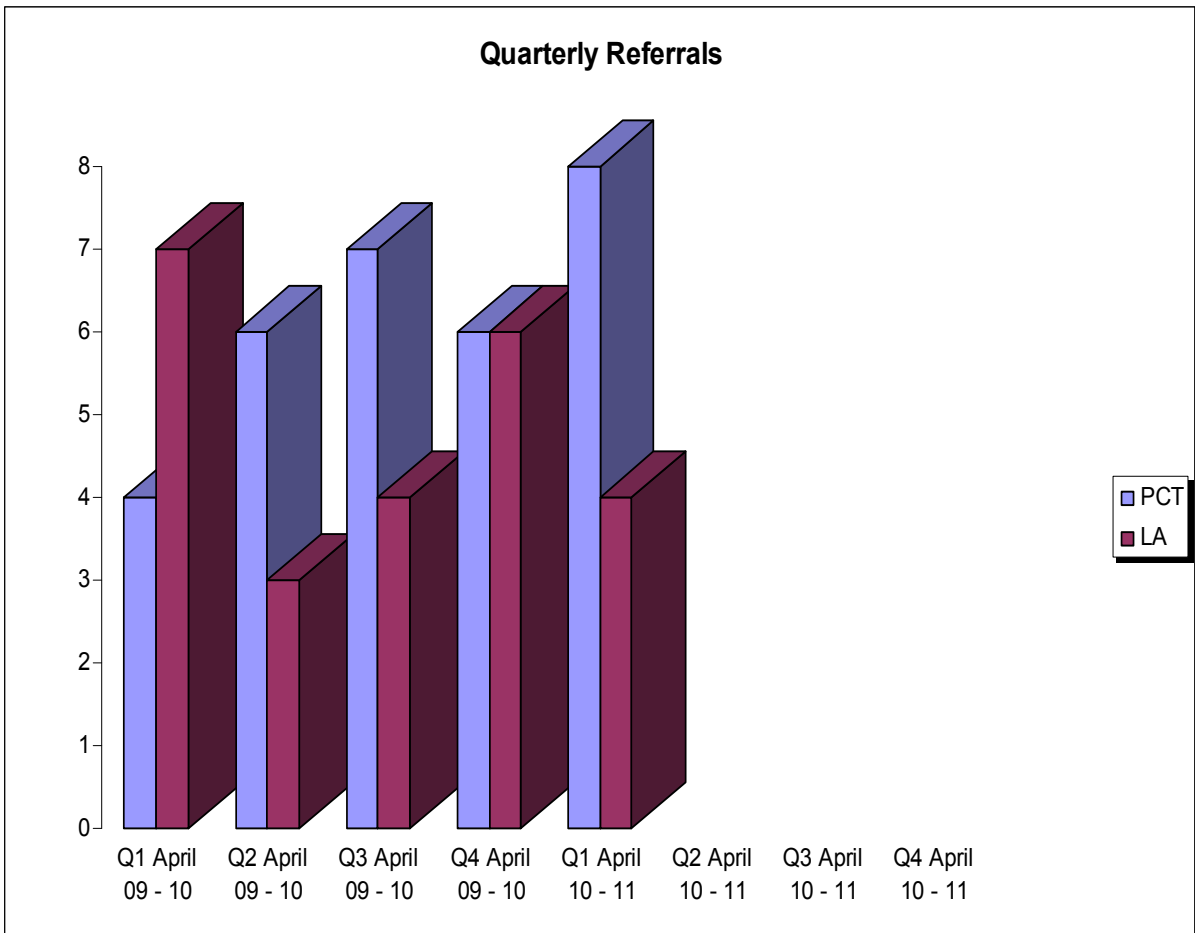




Monthly data reports are provided to the London Lead for the DoH as well as quarterly returns directly to the DoH, for both NHS Hounslow and the London Borough of Hounslow. The Care Quality Commission (CQC) has the responsibility of monitoring the operation of the MCA DoLS and they are obliged by statute to monitor and report on the operation of the safeguards. CQC use this data collection to inform

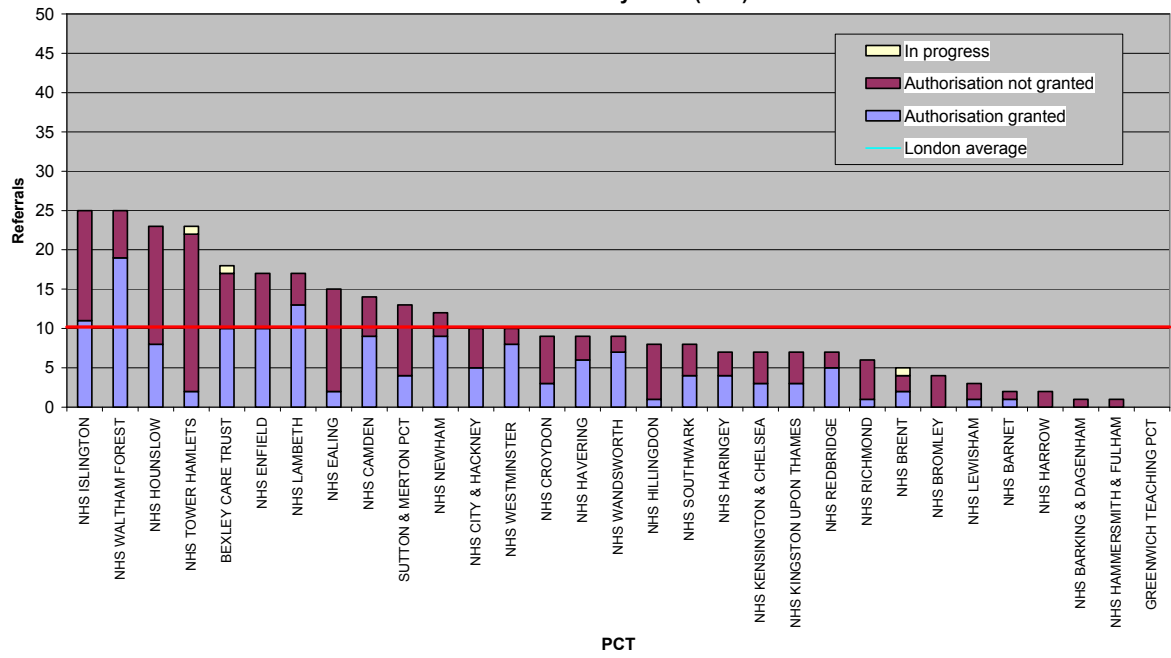
the evidence base for monitoring the operation of the MCA DoLS and to report on activity to the Secretary of State.

The chart below shows the quarterly returns for 09/10 and the first quarter of 10/11, there has been an average of 12 referrals per quarter with a slight increase in PCT referrals over the year. It is likely that these numbers will continue to increase over the coming year, as there will be the reassessments for the current authorisations, as well as any new referrals.

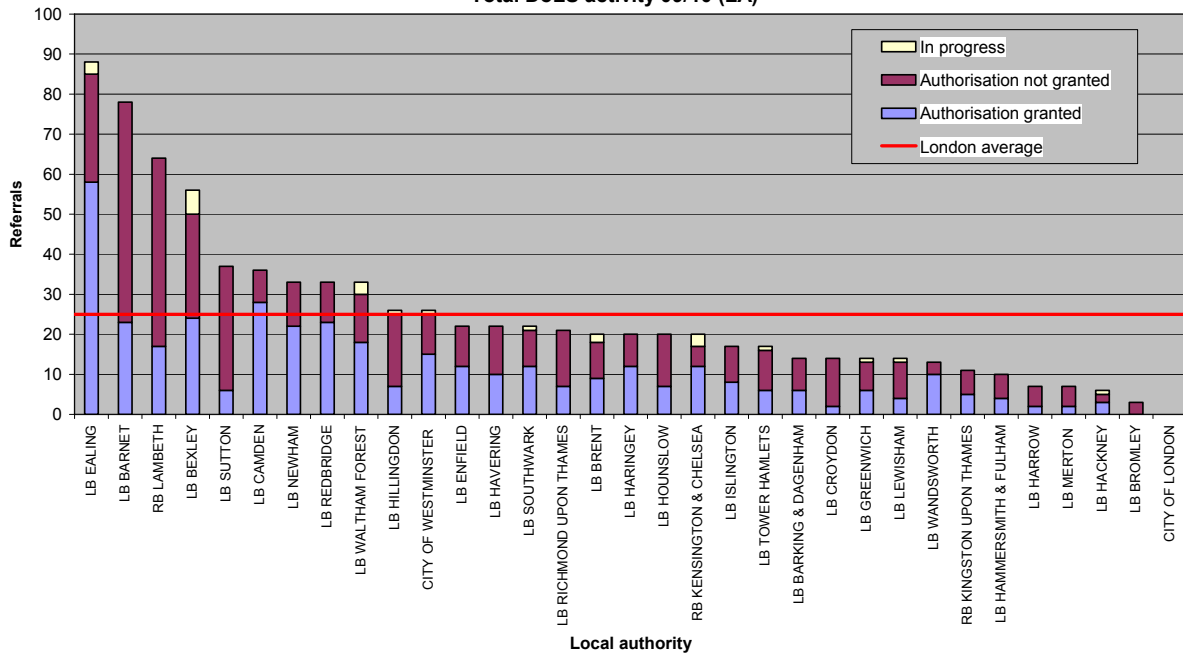


Taking a London-wide perspective, the graphs below show Hounslow PCT has the higher than average levels of referrals received and the Local Authority is about average in terms of received referrals.

Total DoLS activity 09/10 (PCT)



Total DoLS activity 09/10 (LA)



### **23. Best Interests Assessors (BIAs).**

Prior to April 2009, 17 staff received the Best Interests Assessors (BIA) training at Middlesex University and 16 staff successfully completed the course work. 12 of the staff were from Social Care and the remainder from West Middlesex University Hospital and the PCT. Hounslow currently has a total of 9 BIAs available.

Since April 2010 there has been a formal rota for BIAs with a first and second on duty for a period of 1 week at a time. In principle this system has worked well, with the DoLS Manager as a back up if more than 3 assessments are requested in a week, or if sickness occurs.

The Deprivation of Liberty Safeguards code of practice says, when appointing a BIA consideration needs to be given to “whether the potential assessor has the experience of working with the service user group from which the person being assessed comes (for example, older people, people with learning disabilities, people with autism, or people with brain injury).” (Section 4.14) It is therefore important to ensure that BIAs have experience of working with a range of service user groups and that the rota system is flexible enough to accommodate the need for a BIA with the relevant experience.

### **24. BIA Support and ongoing training.**

There is a bi-monthly BIA Forum, which provides an opportunity for BIAs to review casework and develop good practice, to discuss new case law and any other relevant information sharing and group supervision. The MCA/DoLS Manager also attends a London Leads forum bi-monthly and is able to share any updates from that forum with the BIAs. Although BIAs work independently, they are able to contact the MCA/DoLS Manager for support and advice on individual complex cases.

Prior to April 2010, most BIAs attended a 2-day refresher-training course that was organised jointly with Richmond and provided by Professor Anselm Eldergill. 4 PCT staff attended one of the days training. This refresher training is an annual statutory requirement.

There are plans to train a further 5 BIAs during 2010/2011 although Middlesex University postponed running a course in May and confirmation of future dates is still awaited but it is envisaged that it will be before the end of December 2010.

It will be important to ensure that the recruitment of future BIAs is vigorous enough to ensure that there is full commitment of staff and their managers. It is hoped that a wider range of professions can be recruited to, including Psychologists and more nurses and staff with experience of working within Learning Disability Services.

### **25. Mental Health Assessors.**

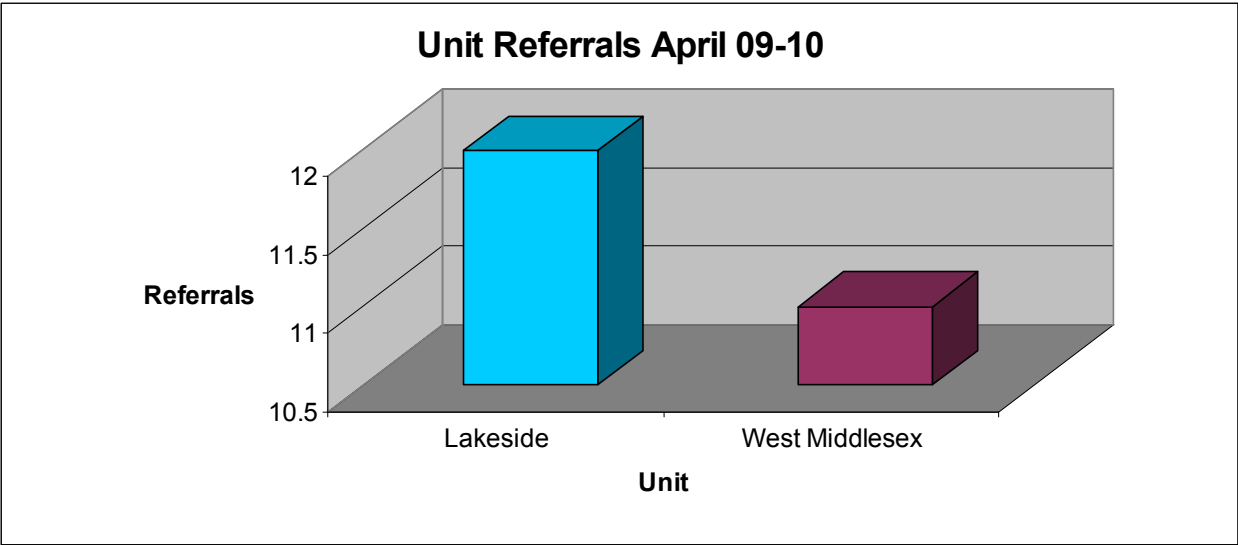
Currently Hounslow are using a limited number of independent Mental Health assessors. These Dr's are required to be Section 12 approved and have completed

the standard training for Deprivation of Liberty Mental Health Assessors. They are also required to annually undertake further training relevant to their role as a mental health assessor.

Due to the limited access to DoLS trained Mental Health Assessors, Hounslow are looking to expand the availability of this service.

The DoH has requested that from April 2010 all PCT referrals must be reported according to whether the referral is received from a Mental Health Hospital or a non-Mental Health Hospital.

The chart below shows that a slightly higher level of PCT referrals is coming from WLMHT Lakeside Mental Health Unit.



**26. Independent Mental Capacity Advocate Service (IMCA).**

Cambridge House provides Hounslow’s IMCA service. Hounslow are part of a consortium of 8 other London Borough’s with the City of Westminster leading on the contract. Quarterly monitoring meetings are held by Westminster and the MCA/DoLS manager attends these meetings as well as a representative from the Contracts Department.

The number of referrals from Hounslow has been particularly low, suggesting that awareness of, or compliance with, the Act is insufficient. Serious Medical Treatment referrals are also low, raising concerns about the extent to which the NHS is, at present, complying with the requirements of the Act.

Cambridge House also provides the additional service of the IMCA role and Paid Representative role in relation to the Deprivation of Liberty Safeguards requirements.

Again there has been a very low uptake of this service and in fact the Paid Representative Service has not been used at all for the first year.

The current contract with Cambridge House is due to end in March 2011 and consideration is currently being given to future arrangements.

To raise the profile of these services Cambridge House staff has provided a programme of training sessions. They have visited a total of nine Adult Community Care Teams and provided all the staff with training on the role of the IMCA and how/when to make a referral to Cambridge House. A Lunch and Learn session was also held at WMUH in April 2010 when 22 staff across Health and Social Services attended. Cambridge House also provided awareness training during the Safeguarding Adults Awareness week.

## **27. Learning & Development April 2009 – March 2010.**

A number of training courses were provided over the past year and were attended by PCT, Local Authority, Private and Voluntary Sector staff.

- Mental Capacity Act Awareness – 5 half day sessions
- Deprivation of Liberty Safeguards – 3 half day sessions
- How to do a Mental Capacity Assessment – 6 half day sessions
- Lunch and Learn MCA/DoLS awareness for Managers with Steve Chamberlain (MCA & Safeguarding London Lead)

A new training programme from April 2010 – March 2011 has been developed.

The 'Mental Capacity Act Awareness' and 'How to do a Mental Capacity Assessment' have been combined to provide a full day session.

A new full day course on the 'Deprivation of Liberty Safeguards' has been commissioned which gives a more practical guide to the DoLS process, looking at restraint versus deprivation.

Further IMCA training is to be arranged for later in year at West Middlesex University Hospital to raise awareness of their role and encourage appropriate referrals to this under utilised service.

The MCA/DoLS Manager is due to undertake the Champions Training for trainers by the end of 2010. It is then anticipated that a programme of MCA training and DoLS awareness can be delivered by the MCA/DoLS Manager to Managing Authorities as well as Supervisory Body staff.

## 28. Future Developments and Considerations.

<b>Actions for 2010/11 (in date order):</b>	<b>Target Date:</b>
Consider future arrangement for MCA/DoLS Manager post	Oct 10
Explore option's for provision of Mental Health doctors	Sept 10
Review IMCA service and organise further awareness raising sessions	April 10
Recruit more BIAs	Dec 10
Develop a DoLS Data base	Nov 10
MCA/DoLS Information to be put on Hounslow Councils Website	Oct 10
Complete Care Management Guidance to be included in Hounslow's Community Care Policy and procedures manual	Sept 10
Embedding Mental Capacity Act into Care Management practice, through training	On-going

## 29. Conclusion.

Adult abuse does happen. Hounslow is continuing to make great progress to ensure that adult abuse is reported, investigations are carried out and, most importantly, the abused adult receives support.

A simple measure of the increased awareness of adult abuse in Hounslow is the number of adult abuse cases that have been reported and have received attention over the last 6 years. The number of cases reported has risen steadily from 38 cases in 2002/3 to 361 cases in 2009/10

Finally, we should always ask ourselves: "What is the impact of our work on vulnerable adults and the community of Hounslow?" In order to guarantee a better future for the vulnerable adults in our community there is still much work to be done.

Safeguarding adults is everybody's business. It is vital to be aware that everyone has a part to play in promoting good practice when dealing with Adult Abuse within Hounslow's communities. People have a right to be safe and we share the responsibility for helping that to happen.

## APPENDIX 1

Date	Place
02 <sup>nd</sup> March 2009	Civic Centre, Main Entrance LBH
11 <sup>th</sup> March 2009	Asda, Hounslow
13 <sup>th</sup> March 2009	Trinity Church, High St. Hounslow
17 <sup>th</sup> March 2009	Heart of Hounslow Poly Clinic, Bath Road, Hounslow
24 <sup>th</sup> March 2009	Gurdwara Sikh Temple Alice Way, Hounslow
25 <sup>th</sup> March 2009	West Middlesex Hospital, Isleworth
27 <sup>th</sup> March 2009	Hounslow Jamia Mosque Special Event Road show
01 <sup>st</sup> April 2009	Asda, Hounslow
07 <sup>th</sup> April 2009	Heart of Hounslow Poly Clinic, Bath Road, Hounslow
17 <sup>th</sup> April 2009	Trinity Church, High St. Hounslow
29 <sup>th</sup> April 2009	Asda, Hounslow
05 <sup>th</sup> May 2009	Heart of Hounslow Poly Clinic, Bath Road, Hounslow
14 <sup>th</sup> May 2009	Asda, Hounslow
22 <sup>nd</sup> May 2009	Trinity Church, High St. Hounslow
27 <sup>th</sup> May 2009	West Middlesex Hospital, Isleworth
02 <sup>nd</sup> June 2009	Asda, Feltham
08 <sup>th</sup> June 2009	Heart of Hounslow Poly Clinic, Bath Road, Hounslow
09 <sup>th</sup> June 2009	Carers Week Lifestyle Roadshow Evangelical Church
12 <sup>th</sup> June 2009	Treaty Shopping Centre, Hounslow
17 <sup>th</sup> June 2009	Asda, Hounslow
26 <sup>th</sup> June 2009	Trinity Church, High St. Hounslow
30 <sup>th</sup> June 2009	West Middlesex Hospital, Isleworth
1 <sup>st</sup> July 2009	Asda, Feltham
06 <sup>th</sup> July 2009	Heart of Hounslow Poly Clinic, Bath Road, Hounslow
10 <sup>th</sup> July 2009	Alexandra Infants School Fete, Denbigh Road, Hounslow
10 <sup>th</sup> July 2009	Treaty Shopping Centre, Hounslow
15 <sup>th</sup> July 2009	Asda, Hounslow
24 <sup>th</sup> July 2009	Finding A Voice Seniors Event, Green School for Girls Isleworth

31 <sup>st</sup> July 2009	Trinity Church, High St. Hounslow
03 <sup>rd</sup> August 2009	Heart of Hounslow Poly Clinic, Bath Road, Hounslow
04 <sup>th</sup> August 2009	Asda, Feltham
12 <sup>th</sup> August 2009	Asda, Hounslow
14 <sup>th</sup> August 2009	Treaty Shopping Centre, Hounslow
16 <sup>th</sup> August 2009	London Gunnersbury Park Fete Mela
28 <sup>th</sup> August 2009	Civic Centre, Main Entrance, LBH
04 <sup>th</sup> September 2009	Asda, Feltham
11 <sup>th</sup> September 2009	Disability Matter Event for people with Physical and Sensory Disabilities
16 <sup>th</sup> September 2009	Asda, Hounslow
25 <sup>th</sup> September 2009	Trinity Church, High St. Hounslow
26 <sup>th</sup> September 2009	Metropolitan Police Peace Day
02 <sup>nd</sup> October 2009	Asda, Feltham
05 <sup>th</sup> October 2009	Heart of Hounslow Poly Clinic, Bath Road, Hounslow
07 <sup>th</sup> October 2009	Refugee Centre PCT Healthy Lifestyle Road show, Alice Way, Hounslow
09 <sup>th</sup> October 2009	World Mental Health Day Stall, Heart of Hounslow
13 <sup>th</sup> October 2009	Asda, Hounslow
22 <sup>nd</sup> October 2009	Multi Faith and Recession Conference, Civic Centre
23 <sup>rd</sup> October 2009	Trinity Church, High St. Hounslow
30 <sup>th</sup> October 2009	Civic Centre, Main Entrance, LBH
2 <sup>nd</sup> November 2009	Heart of Hounslow Poly Clinic, Bath Road, Hounslow
5 <sup>th</sup> November 2009	Hounslow Racial Equalities Council Annual Event, Paul Robeson Theatre, Hounslow
6 <sup>th</sup> November 2009	Asda, Feltham
13 <sup>th</sup> November 2009	Trinity Church, High St. Hounslow
18 <sup>th</sup> November 2009	Somalian and Arabic Community PCT Healthy Lifestyle Road show
19 <sup>th</sup> November 2009	Asda, Hounslow
25 <sup>th</sup> November 2009	West Middlesex Hospital, Isleworth
27 <sup>th</sup> November 2009	Treaty Shopping Centre, Hounslow

2 <sup>nd</sup> December 2009	PCT Healthy Lifestyle Road Show - Hounslow Citizen's Advice Bureau/ Library
4 <sup>th</sup> December 2009	Asda Feltham
8 <sup>th</sup> December 2009	Sylvia and Betty Sheltered Housing Tenant forum presentation SGA
21 <sup>st</sup> December 2009	Treaty Shopping Centre, Hounslow
23 <sup>rd</sup> December 2009	Asda Hounslow
8 <sup>th</sup> January 2010	Asda Feltham
22 <sup>nd</sup> January 2010	Civic Centre, Main Entrance
26 <sup>th</sup> January 2010	Treaty Shopping Centre, Hounslow
3 <sup>rd</sup> February 2010	West Middlesex Hospital
5 <sup>th</sup> February 2010	Asda Feltham
19 <sup>th</sup> February 2010	Treaty Shopping Centre, Hounslow
26 <sup>th</sup> February 2010	Asda Hounslow
3 <sup>rd</sup> March 2010	West Middlesex Hospital
5 <sup>th</sup> March 2010	Asda Feltham
10 <sup>th</sup> March 2010	Asda Hounslow
12 <sup>th</sup> March 2010	Civic Centre, Main Entrance
15 <sup>th</sup> to 19 <sup>th</sup> March 2010	Hounslow Adult Abuse Awareness Week
17 <sup>th</sup> March 2010	Treaty Shopping Centre, Hounslow (Hounslow Adult Abuse Awareness Week)
26 <sup>th</sup> March 2010	Jamia Mosque Hounslow
8 <sup>th</sup> April 2010	Asda Feltham
13 <sup>th</sup> April 2010	West Middlesex Hospital