

Multi Agency Quality Assurance Audit: Hate Crime November 2019

The audit of 7th November 2019 reviewed the records of four adults who are known to the police because of incidents of Hate Crime. The aim of the audit was to ascertain whether there were good multi-agency standards for managing cases and whether organisations have implemented a robust and consistent response in line with statutory and good practice guidance, SGSAB policies and procedures and the six key principles underpinning all adult safeguarding work.

Cora is 45 yrs old. She is paralysed from her chest down. Cora is able to self-hoist and be independent with personal care, she needs support with dressing and drying her hair due to reduced mobility in her arms. Support received daily to assist with cleaning the house, meal preparation, social support and attending health appointments. Concerns of verbal, financial and psychological abuse by her daughter and daughter's partner who live with her

Organisations that audited their involvement with the four adults were: Adult Social Care, GPs, Sirona, NBT, Police, Next Link



Mary is 41 years old and has Fibromyalgia, Secondary Pernicious Anaemia, degeneration of spinal cord, health problems linked to her liver, thyroid and Sciatica. These impact her ability to do everyday tasks and she uses crutches, a wheelchair and mobility scooter when she is out. Her husband is her main carer and she has two children under 8. She has experienced harassment from a neighbour.

Matthew is 23 years old. He has Poland syndrome (underdeveloped chest and hand abnormalities), cerebral palsy, & learning difficulties. Referred for social care assessment February 2019, but was on a waiting list for several months. There have been threats and physical harm from a family member

Thomas is a 47 year old man with a diagnosis of Autism, Asperger's Syndrome, Obsessive Compulsive Disorder and associated learning difficulties. He receives support with daily living tasks, finances, accessing the community & groups and emotional support. He has experienced verbal abuse, harassment and threats from local people in the community

Findings

- Two cases were domestic abuse, but recorded as Hate Crime by the police because the victims felt they were targeted because of their disabilities. In neither of these cases were DASH risk assessments completed or referrals to MARAC made, which would have been good practice.
- In one case the principles of MSP were implemented well – her voice was heard, good use was made of advocacy and the meetings were arranged around her. However, after the initial strategy meeting there was some 'drift' with the work and there was a delay in completing a risk assessment. Contact attempts were by phone calls, and when these failed no other attempts to contact her (such as visiting her home) appear to have been considered.
- Only two of these four incidents were reported to Adult Social Care, although all four people have clear care and support needs. This raises the question about police systems and how they identify which cases need to be reported to ASC.
- One person has been on the ASC waiting list for an assessment of his care and support needs since February. If he had been assessed earlier then this information may have helped our decision making about whether an adult safeguarding response was required.
- In one case Sirona completed a good risk assessment, but did not share it with other agencies. All agencies were working well with the person, but not sharing information with one another. A discussion on how far statutory agencies can be proactive in sharing information would be helpful in circumstances like these.
- One person appears to have a history of disengaging with services – adult social care and health, and this needs further exploration. The incident of Hate Crime was not referred to Adult Social Care and so there was no opportunity to use this incident to engage with her.

