

Norfolk Safeguarding Adults Board

Self-neglect and Hoarding Strategy: Operational Instruction

for Pilot: [1st November 2016 to 30th September 2017](#)

This Operational Instruction covers the pilot phase of Norfolk Safeguarding Adults Board's (NSAB) Self-neglect and Hoarding Strategy (SNHS). The pilot will last 6 months -starting on [1st November 2016 and closing on 30th September 2017](#).

The pilot will take place in two localities, Central and Western. For a map of the areas covered, please see Appendix 1.

This instruction sets out when and how a partner agency can make a referral to the High Risk Panel (HRP).

1. Action needed before making a referral to the HRP

- 1.1. Before a referral can be made to the HRP, the referring agency must have worked with the individual with self-neglect and hoarding behaviour, have exhausted all reasonable options and taken all practical steps to effect change in the case.
- 1.2. A practitioner should use the Practitioner Hoarding Assessment (see section 22 of the strategy) in order to decide whether the case needs to be brought to the HRP or if the case can be managed 'in-house' at this point in time.
- 1.3. As part of a referral, the agency bringing a case will be required to demonstrate it is a 7, 8 or 9 on the Clutter Image Rating Scale (see sections 16-18 of the strategy) and that a referral fits the criteria set out in Appendix 2 (2) of the strategy.

2. Referral pathway to the High Risk Panel (HRP)

- 2.1. Practitioner completes HRP referral form, see Appendix 3 of the strategy.
- 2.2. Practitioner emails (securely) the completed referral form to the relevant business support officer for the appropriate Locality Safeguarding Adult Partnership (LSAP). The relevant LSAP is determined by the address of the customer, not the location of the referrer.

3. Receipt of HRP referral by LSAP Business Support Officer

- 3.1 On receiving a HRP referral the Business Support Officer (BSO) will:
 - 3.1.1. Email the referrer, confirming receipt of the referral and that it has been accepted on to agenda for the HRP.
 - 3.1.2. The agenda for HRP **closes 6 working days (8 calendar days) before each panel**. Referrals received after this date will be scheduled to the next HRP.
 - 3.1.3. BSO logs key referral details on the learning log.
 - 3.1.4. BSO informs the LSAP chair of the number of referrals to be discussed and circulates them to LSAP/HRP members.

4. Presentation of case to HRP by referring agency

- 4.1. At the start of the HRP the chair reads the standing information-sharing protocol (see sections 6 and 23.6, SNHS).
- 4.2. The agency bringing the case will present a case summary, including a brief history, summary evidence that the case meets the criteria for the HRP, actions tried to date and their outcome, and the key issue/s for discussion.
- 4.3. The purpose of the panel discussion is set out in Appendix 2.
- 4.4. Once the discussion has concluded, the BSO will summarise back to the meeting any agreed actions and which agencies holds these actions.
- 4.5. Any agreed actions will be recorded on a learning log.
- 4.6. Any supporting documentation / case summary are returned to the presenting agency at the end of the meeting.

Meeting dates for **Central** High Risk Panel

Please note point 3.1.2 above

Date of meeting	Referrals to be received no later than	Venue
Monday 21st November 2016	12:00 on Friday 11th November 2016	Café Britannia 12:15 – 13:45
Monday 16th January 2017	12:00 on Friday 6th January 2017	Café Britannia 12:15 – 13:45
Monday 20th March 2017	12:00 on Friday 10th March 2017	Café Britannia 12:15 – 13:45
Monday 22nd May 2017	12:00 on Friday 2th May 2017	Café Britannia 12:15 – 13:45
Monday 17th July 2017	12:00 on Monday 3rd July 2017	Café Britannia 12:15 – 13:45

Referrals to be emailed to: rebecca.couzins@norfolk.gov.uk

IMPORTANT: Please ensure you are sending referrals by secure email.

Meeting dates for **Western** High Risk Panel

Please note point 3.1.2 above

Date of meeting	Referrals to be received no later than	Venue
Wednesday 23rd November 2016	12:00 on Tuesday 15th November 2016	Park View Resource Centre, King's Lynn 12:15 – 13:45
Wednesday 18th January 2017	12:00 on Tuesday 10th January 2017	Park View Resource Centre, King's Lynn 12:15 – 13:45
Wednesday 22nd March 2017	12:00 on Tuesday 14th March 2017	Park View Resource Centre, King's Lynn 12:15 – 13:45
Wednesday 24th May	12:00 on Tuesday 16th May 2017	Park View Resource Centre, King's Lynn 12:15 – 13:45
Wednesday 19th July	12:00 on Tuesday 11th July 2017	Park View Resource Centre, King's Lynn 12:15 – 13:45

Referrals to be emailed to: diana.oxley@norfolk.gov.uk

IMPORTANT: Please ensure you are sending referrals by secure email.

Appendix1

Areas covered by Central and Western Locality Safeguarding Adult Partnership (LSAPs)

