



**Royal Greenwich  
Safeguarding Adults Board**

ROYAL BOROUGH OF GREENWICH  
SAFEGUARDING ADULTS BOARD

PROCEDURES FOR SAFEGUARDING  
ADULT REVIEWS AND  
MULTI-AGENCY REVIEWS

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THIS REPLACES THE BOARD'S Greenwich Safeguarding Adults  
Multi-Agency Group Serious Case Review Protocol

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**ROYAL** borough of  
**GREENWICH**

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## **1. PURPOSE OF A SAFEGUARDING ADULT REVIEW (SAR)**

- 1.1** The Care Act 2014 requires The Royal Borough of Greenwich Safeguarding Adults Board (GSAB) to arrange for a Safeguarding Adults Review (SAR) to be held in circumstances set out in Section 44.
- 1.2** There are three purposes to be fulfilled by a SAR:
- To establish whether there are lessons to be learned from the case about the way in which the GSAB, its members and other persons with relevant functions, professionals and agencies work together to safeguard adults with needs for care and support.
  - To establish what those lessons are, how they will be acted upon and what is expected to change as a result.
  - To improve inter-agency working and better safeguarding of adults at risk including the review of procedures where there may have been failures.
- 1.3** SARs are not inquiries into the cause of death or injury. Nor are they inquiries into who is responsible for the death or injury. Where those inquiries are required, they are undertaken by the Coroner or the police or other relevant agency.
- 1.4** If there are issues of performance and/or discipline which needs to be addressed arising from the review case then these must be dealt with within each agency's usual procedures.
- 1.5** From 2015/16 onwards, in line with the Care Act 2014, the SAR replaces the previous Serious Case Review procedures in The Royal Borough of Greenwich.

## **2. CRITERIA FOR CONDUCTING A SAFEGUARDING ADULT REVIEW OR OTHER TYPE OF REVIEW**

- 2.1** The Care Act 2014: statutory guidance for implementation (October 2014) identifies the following criteria for a SAR:
- GSABs must arrange a SAR when an adult in its area dies as a result of abuse or neglect, whether known or suspected, and there is concern that partner agencies could have worked more effectively to protect the adult.
  - GSABs must also arrange a SAR if an adult in its area has not died, but the GSAB knows or suspects that the adult has experienced serious abuse or neglect.
- 2.2** Where the adult has not died but there has been "serious abuse or neglect" this is defined as where the individual would have been likely to have died but for an intervention, or has suffered permanent harm or has reduced capacity or quality of life (whether because of physical or psychological effects) as a result of the abuse or neglect.
- 2.3** A SAR must be conducted where there are: multiple victims; the abuse occurred in an institutional setting; and a culture of abuse was identified.
- 2.4** In all these cases, a SAR should be considered where there are concerns about the way local professionals and services worked together.
- 2.5** The GSAB will consider conducting a SAR when the above criteria are not met but when a review into the circumstances of a death or serious abuse or neglect can provide useful insights into the way organisations are working together to prevent and reduce abuse and neglect of adults who are at risk of, or experiencing, abuse and neglect.
- 2.6** The GSAB will consider conducting a Lessons Learnt Review when a SAR is not going to be conducted and there can be useful insights into the way organisations are working together to prevent and reduce the abuse and neglect of adults at risk.

### **3. REFERRAL OF CASES FOR SAFEGUARDING ADULT REVIEW**

- 3.1** Referrals should be made to the GSAB Board Manager.
- 3.2** The Chair of the GSAB nominates the Chair of the SAR Evaluation Group - for the Royal Borough of Greenwich this is the Adults & Older People Services, Assistant Director Partnerships & Operations.
- 3.3** Any agency or professional may refer a case believed to meet the criteria using the SAR Referral Form (**Appendix A**) together with:
- A brief summary of the case
  - Identified factors that suggest that the criteria for conducting a SAR has been met
- 3.4** Following receipt of the SAR Referral Form, the Board Manager will inform with the GSAB Chair and Local Authority Adults Safeguarding Lead.
- 3.5** Chairs of safeguarding adult investigations will be particularly well placed to identify cases that warrant review.

### **4. THE SAR EVALUATION GROUP**

- 4.1** Members of the SAR Evaluation Group will have appropriate levels of experience of safeguarding adults work and inter-agency working and will have suitable qualifications and seniority within their agencies. Members will be selected from agencies who are members of the GSAB. Consideration should be given to representation from the following agencies;
- Greenwich Adult Social Care
  - NHS Greenwich Clinical Commissioning Group
  - Greenwich Borough Police
  - Oxleas NHS Foundation Trust (community health/mental health)
  - Lewisham and Greenwich NHS Trust

And others who may have a specific expertise in relation to the case, such as;

- Legal representative from Royal Borough of Greenwich where required
  - Carers/service user organisation where appropriate
  - London Fire Brigade Service
  - London Ambulance Service
- 4.2** The SAR Evaluation Group will meet as required to consider any referrals received. The group will decide if, from the information provided, the case meets the criteria outlined in Section 2 of this procedure or, identify additional information required to aid the decision and agree timescales for its receipt.
- 4.3** The SAR Evaluation Group should consider any other relevant reviews or investigations that are running parallel. This may include a child Serious Case Review (SCR) or a Domestic Homicide Review (DHR) with queries channeled through the relevant Chairs of the Safer Greenwich Partnership and the Greenwich Safeguarding Children Board.
- 4.4** The recommendation from the SAR Evaluation Group and the decision from the GSAB Chair (as to whether or not the criteria are met) will be made within four weeks of the case being referred to the GSAB Board Manager.
- 4.5** If the criteria for conducting a SAR are met, the group will refer the case in writing to the Chair of the GSAB and a written record of the referral, the eventual decision and the reasons for the decision will be kept by the GSAB.

- 4.6 The final decision whether or not to conduct a SAR and its scope and management rests with the Chair of the GSAB who may choose to consult with members of the Leadership Executive of the GSAB before making a decision.
- 4.7 The Chair of the GSAB will give the decision in writing to the Chair of the SAR Evaluation Group and a written record will be kept by the GSAB.
- 4.8 The Chair or the SAR Evaluation Group will give the decision in writing to the person or agency who made the referral.
- 4.9 Where applicable, the Chair of the GSAB will notify the Coroner when the decision is made to conduct a SAR and a copy of the final report will be sent to the Coroner.
- 4.10 The GSAB Board Manager will support the SAR Evaluation Group Chair in the facilitation and delivery of the SAR decision process.
- 4.11 A flowchart showing the SAR Evaluation process is set out at **Appendix B**.

## **5. WHEN THE CHAIR OF GSAB DECLINES A SAR EVALUATION GROUP RECOMMENDATION**

- 5.1 Where the Chair of the GSAB declines to accept the SAR Evaluation Group's recommendations for a SAR, the Chair of the GSAB will advise the Chair of the SAR Evaluation Group in writing and a written record will be kept by the GSAB (Board Manager) including the reasons why the recommendation has been declined.
- 5.2 If there are multi-agency lessons to be learnt based on the information already shared, the Chair of the SAR Evaluation Group will inform a multi-agency lessons learnt approach – see section 6.

## **6. MULTI-AGENCY LESSONS LEARNT PROCESS FOR CASES NOT MEETING THE CRITERIA FOR SAR**

- 6.1 The SAR Evaluation Group process may have identified from the information submitted areas of multi-agency learning that while not constituting a SAR would still be useful to share. In these cases, the learning will be documented in a simple template and disseminated by the GSAB Board Manager to the workforce/relevant partner agencies. The process will be completed within one month of the "No SAR" decision.
- 6.2 For those cases that do not constitute a SAR, but there is multi-agency complexity which would benefit from further consultation and information sharing, a one-off multi-agency Lessons Learnt Review meeting should be convened. The SAR Evaluation Group Chair will indicate the relevant agencies to be involved and who should chair. The subsequent Lessons Learnt report will be produced by the GSAB Board Manager following the Lessons Learnt Review meeting and signed off by the SAR Evaluation Group Chair. The report will be disseminated by the GSAB Board Manager to the workforce/relevant partner agencies. The process will be completed within 2 months of the date of the Lessons Learnt Review meeting.

## **7. CONDUCTING A SAFEGUARDING ADULT REVIEW**

- 7.1 Where the Chair of the GSAB confirms that a SAR is appropriate, the Chair of the GSAB will appoint a person to formally lead and Chair the SAR. The lead reviewer must be sufficiently skilled and experienced in adult safeguarding matters. The lead reviewer will Chair the SAR panel and they must be independent of the GSAB and of the organisations involved in the case.

- 7.2** The Chair of the GSAB will formally request the Chief Officer of involved agencies (and possibly some independent practitioners) to nominate a representative to sit on the SAR panel. The nominated representative must have the appropriate seniority, qualifications and levels of experience.
- 7.3** The Chair of the GSAB will either commission the lead reviewer (internal or external as decided by the Chair) or an overview report writer to complete the SAR Overview Report and Executive Summary.
- 7.4** Early discussions need to take place with the adult, family and friends to agree how they wish to be involved. The local authority must arrange, where necessary, for an independent advocate to support and represent an adult who is the subject of a safeguarding enquiry or a safeguarding adult review. Where an independent advocate has already been arranged under s67 Care Act or under MCA 2005 then, unless inappropriate, the same advocate should be used.
- 7.5** In setting up a review the GSAB Chair and SAR Panel should consider how the process can dovetail with any other relevant reviews or investigations that are running parallel. This may include a child Serious Case Review (SCR) or a Domestic Homicide Review (DHR) with queries channeled through the relevant Chairs of the Safer Greenwich Partnership and the Greenwich Safeguarding Children Board. Where there is a parallel running process, consideration may be given to commissioning some parts of the review jointly so as to avoid duplication of work.
- 7.6** The Chair of the SAR Panel will draw up the Terms of Reference for the SAR process on behalf of and agreed with the Chair of the GSAB.
- 7.7** The Chair of the SAR Panel will formally request the Chief Officers of involved agencies to conduct an Internal Management Review (IMR) of their involvement with the adult (including a chronology), the service and/or the family and submit the report and recommendations arising from that review to the SAR Panel within given timescales.
- 7.8** The nominated IMR authors from each agency will be invited to attend the initial SAR panel meeting in order for the Chair of the panel to advise them of the Terms of Reference, timescales, and to explain the format in which the IMR must be completed.
- 7.9** The Internal Management Review (IMR) report plus any other information identified as necessary by the SAR panel will be received by the Chair of the SAR panel and passed to the members of the panel for their scrutiny. The Chair of the SAR panel will convene a meeting of the SAR panel to discuss the IMR's and any other information. The IMR Authors will be invited to present their IMR to the panel at this meeting. Questions may be put to the IMR writers by members of the SAR group at that meeting to clarify the content of the IMR.
- 7.10** The Chair of the SAR panel will be responsible for ensuring that the SAR is compliant with the Terms of Reference drawn up. Any queries with regard to the Terms of Reference must be discussed with the Chair of the SAR Panel in the first instance and if not resolved, then it is to be discussed with the GSAB Chair.
- 7.11** The SAR panel will complete the review of the agencies IMRs and reports commissioned from any other source, and agree the overview report, which brings together all the information, an analysis of findings and recommendations for future actions. An Executive Summary shall also be agreed which outlines the issues and highlights the recommendations, to accompany the overview report.
- 7.12** The Chair of the SAR Panel must ensure that all contributing agencies that have taken part in the Review are satisfied that their information is fully and fairly represented in the overview report.

- 7.13** The SAR process should be completed within six months of the GSAB Chair's decision to conduct the SAR unless an alternative time-scale has been agreed. If this is not possible (for example, because of potential prejudice to related court proceedings) every effort should be made while the SAR is in progress to (i) identify any urgent necessary improvements that may be required and (ii) take corrective action.
- 7.14** The SAR report must:
- Be written in plain English
  - Provide a sound analysis of what happened and why
  - Identify what action must be taken to prevent a reoccurrence
  - Contain findings of practical value to organisations and professionals.
  - Consideration should be given to having the published report translated into an appropriate language in circumstances where the adult who has experienced the abuse or neglect is from a family whose first language is not English
- 7.15** For all cases where a regulated service is involved, the regulating authority (e.g. Care Quality Commission) will be informed of the review by the Chair of the GSAB.
- 7.16** The GSAB Board Manager will support the SAR Panel Chair in the facilitation and delivery of the SAR Panel process.
- 7.17** A flowchart showing the SAR Panel process is set out at **Appendix C**.

## **8. IMPLEMENTING THE SAFEGUARDING ADULT REVIEW RECOMMENDATIONS**

- 8.1** The GSAB and the GSAB Leadership Executive Group will review the SAR Overview Report and endorse the recommendations if it is satisfied that the recommendations address the issues highlighted in the report's findings. The recommendations will be translated into an action plan that will indicate:
- who will be responsible for actions and timescales for completion of actions
  - the intended outcomes of the various actions and recommendations
  - monitoring and reviewing of the recommendations by the GSAB and reporting progress up to the GSAB Leadership Executive Group
- 8.2** The Chair of the GSAB will agree to whom the report, or parts of the report, should be made available. In particular, consideration must be given to publication of reports either internally within agencies or externally via the internet. It may be necessary for each agency's media department to agree a joint strategy.
- 8.3** The Chair of the GSAB will agree whether the SAR Executive Summary or the full report will be published on the Greenwich Borough's website in order to support information sharing.
- 8.4** The Chair of the GSAB will ensure dissemination of the SAR Overview Report, or key findings, to interested parties as agreed and ensure that the subject of the Review or the family of the adult at risk receives feedback so that the outcome of the findings can be shared.
- 8.5** The Chair of the GSAB will send a copy of the SAR Overview Report to the Director for Adult and Older Persons Social Care and to the Coroner (where a death has occurred).
- 8.6** The Chair of the GSAB will ensure that either the full report or the Executive Summary is sent to the relevant GSAB sub-groups for recording and monitoring (Quality and Assurance sub-group) and action planning for disseminated learning (in the Learning and Development sub-group).

**8.7** Each agency is responsible for implementing relevant recommendations contained in their action plans within the timescales agreed and for advising the GSAB of progress.

**8.8** The GSAB will monitor the delivery of the recommendations on a quarterly basis and report findings to the GSAB Leadership Executive Group.

## **9. GSAB ANNUAL REPORT**

**9.1** The GSAB should include the findings from any SAR in its Annual Report and what actions it has taken, or intends to take in relation to those findings. Where the GSAB decides not to implement an action then it **must** state the reason for that decision in the Annual Report.

## **10. ENDORSEMENT OF THE SAFEGUARDING ADULTS REVIEW PROCEDURE**

**10.1** The Royal Borough of Greenwich Safeguarding Adults Review procedure was considered by the GSAB Leadership Executive on the 27<sup>th</sup> October 2015 and endorsed by the Safeguarding Adults Board on the 8<sup>th</sup> December 2015.

## **11. FURTHER DOCUMENTS TO SUPPORT THE DELIVERY OF THIS PROCEDURE**

**11.1** The following guidance documents are retained by the GSAB Board Manager and will be made available when required in support of the process:

- Terms of reference for the Safeguarding Adults Review Evaluation Group
- Internal Management Review request and reporting templates and related guidance
- Chronology template
- Safeguarding Adults Review Overview Report template
- Guidance for Safeguarding Adults Review Panel Chairs

**ROYAL BOROUGH OF GREENWICH  
SAFEGUARDING ADULTS BOARD  
SAFEGUARDING ADULT REVIEWS (SAR)  
NOTIFICATION OF DEATH / SERIOUS INCIDENT  
CONCERNING AN ADULT**

<b>Name:</b>	
<b>Address</b>	
<b>Date of Birth:</b>  <b>Date of Death (if relevant):</b>  <b>Ethnicity:</b>	
<b>Name and address of GP:</b>	
<b>Cause of death as set out in the death certificate (if appropriate) or suspected type of abuse</b>	
<b>Family / Next of Kin / Nearest Relative / Advocate / Representative:</b>	
<b>Location &amp; Date of incident:</b>	
<b>Brief Summary of the Case:</b> Including notes of any Safeguarding meetings held.	
<b>Other agencies known to be involved:</b>	
<b>Identify the factors that suggest this case meets the criteria for an SAR:</b>	

<b>Date of Notification:</b>	
<b>Name of Referrer and contact details:</b>	
<b>Agency:</b>	

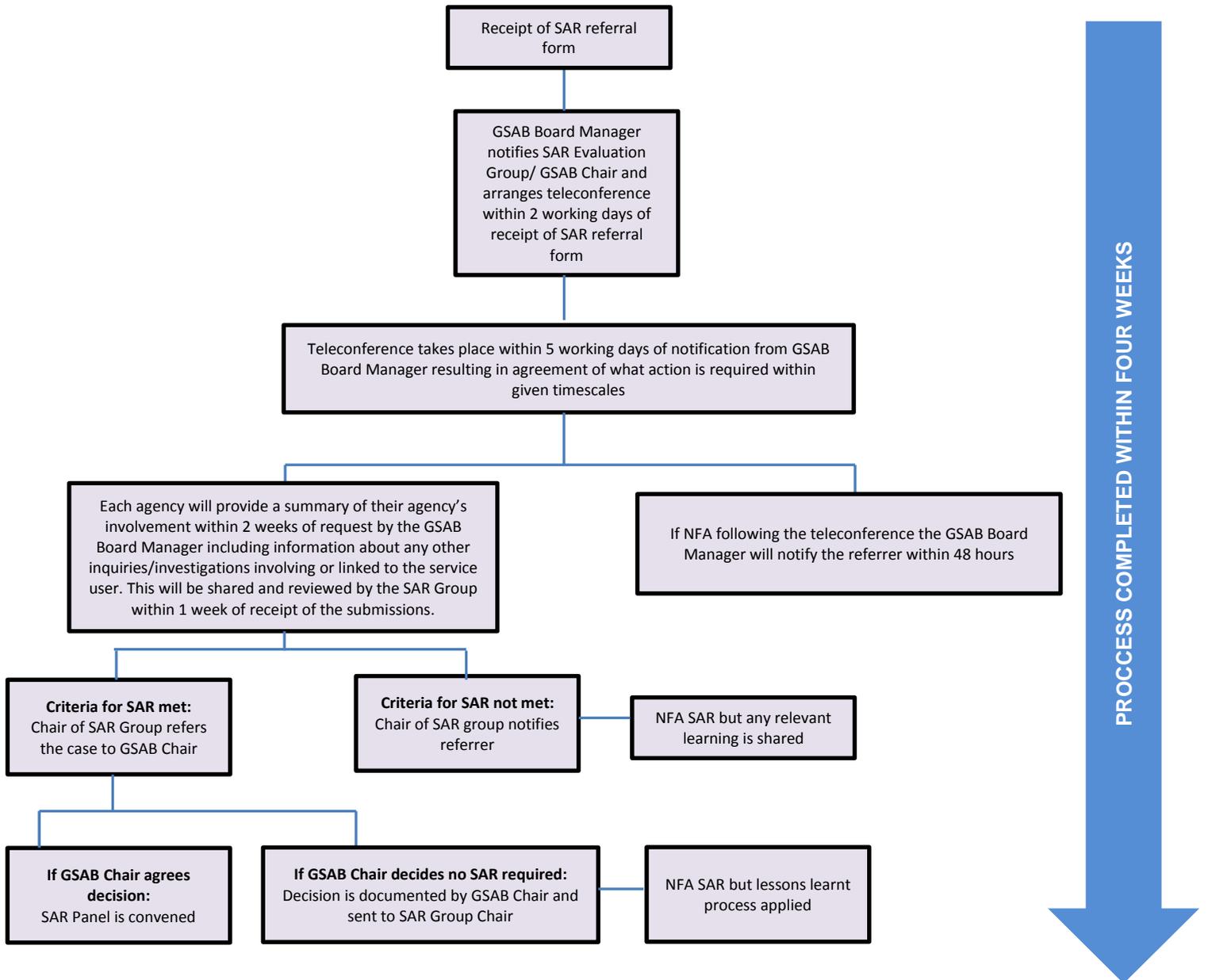
Date of notification to SAR Evaluation Group:	
Date considered by SAR Evaluation Group:	
Decision/Action taken:	

PLEASE RETURN THIS FORM ELECTRONICALLY TO THE GSAB Board Manager and cc Adult Protection:

[raina.parris@royalgreenwich.gov.uk](mailto:raina.parris@royalgreenwich.gov.uk)

[adultprotection@royalgreenwich.gov.uk](mailto:adultprotection@royalgreenwich.gov.uk)

**APPENDIX B  
SAFEGUARDING ADULTS REVIEW (SAR) EVALUATION GROUP  
PROCESS FLOW**



**APPENDIX C**  
**SAFEGUARDING ADULTS REVIEW PANEL GROUP**  
**PROCESS FLOW**

