

Appendix 5 Salford Agencies: outline of role & services

| Name of organisation | Services provided | Contact/Referral details |
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| Greater Manchester Fire Service (GMFRS) | <p>Safe and Well visits Staff routinely check on individuals lifestyles and both advise and refer based upon following</p> <p>Hoarding- GMFRS has a comprehensive strategy and action plan based on hoarding which reacts to different levels of hoarding and advice on de-cluttering and fire reduction risks will be addressed Referral to other agencies such as Housing or in some cases environmental health</p> <p>Malnutrition- staff will in isolated cases use armbands to determine if an individual is suffering from malnutrition and refer to agencies Referral to CCG with consent of individual/relative</p> <p>Social Isolation- Part of the Safe and Well visit incorporates Social Isolation and assistance offered With the consent of the individual a referral will be made to specialised staff I GMFRS who will visit the individual up to 4 times to offer support and assistance associated with their social isolation needs</p> <p>Poor Living Conditions- As part of the Safe and Well visit staff will speak to individuals relating to specific conditions witnessed in a household With the consent of the individual GMFRS will speak on their behalf to RSLs to assist in assisting individuals and also refer onto other agencies if permitted</p> <p>Physical Appearance – If an individual presents or comes across to staff as not maintaining themselves such as clothing, cleanliness etc advice and offers of assistance are given With the consent of the individual a referral can be made to other agencies such as AGE UK, or in some cases Adult Safeguarding</p> <p>Mental Health- As part of a Safe and Well visit staff may offer to contact Mental Health agencies on behalf of the individual With the consent of the individual GMFRS will refer to Greater Manchester West Mental Health Services or The Sanctuary</p> | <p>SalfordTraffordsafeguarding@manchesterfire.gov.uk DSO Safeguarding Leads 0161 609 0212 A dedicated email box is used for all staff including fire fighters and support staff to send in referrals for safeguarding. The email boxes are checked daily by managers and referrals sent to social services.</p> |
| Salford Health | <p>Adult Social Care Information and signposting to voluntary sector and statutory services as</p> | <p>https://services.salford.gov.uk/contact/SalfordEnquiry/?formtype=HSC_EN</p> |

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| and Social Care Salford Royal NHS Foundation Trust (SRFT) | appropriate. Where criteria are: <ul style="list-style-type: none"> • Adult Social Care assessments to identify support needs and assess risk • Assessment for informal carers • Advocacy support where appropriate | Q PR Adult Social Care Contact Team Tel 0161 631 4777 |
| NHS Salford Clinical Commissioning Group | The CCG Safeguarding Team provides safeguarding support and advice to all Salford GP practices. This includes dissemination of safeguarding related information as required. | Safeguarding.nhssalford@nhs.net The team can be contacted on: 0161 212 4413 |
| Greater Manchester Mental health NHS Foundation Trust | Achieve Salford Recovery Services - confidential services, opportunities, treatments and therapies for people seeking help in tackling their own drug use, or that of a loved one aged 25 and over | King Street, Eccles Tel: 0161 787 7343 Acton Square, the Crescent Tel: 0161 745 7227 The Orchard: Tel: 0161 358 1530 |
| Greater Manchester Mental health NHS Foundation Trust | Salford Community Engagement Recovery Team The Community Engagement Recovery Team (CERT) helps to enhance and maintain, service users' role in society, including supporting them into continued employment. Our aim is to improve the quality of mental health and wellbeing of our service users. | Tel: 0161 607 8280 Fax: 0161 607 8299 |
| Salford Royal Hospital (SRFT) | Acute and Community services | 0161 206 7373 Various services within SRFT |
| Housing - Salford City Council | Safeguarding Lead for Housing - offering advice, liaison between services and housing providers/services and signposting where there are issues around housing and safeguarding | Lindsay Barrett, 0161 603 4376 lindsay.barrett@salford.gov.uk |
| Environmental Protection Team (Regulatory Services Salford City Council). | The EP team deals with nuisances under the Environmental Protection Act or issues under the Public Health Act such as filthy and/or verminous properties. Nuisances can include the following: <ul style="list-style-type: none"> • any premises in such a state as to be prejudicial to health or a nuisance; • smoke | Environmental Health Innovation House Chorley Road Swinton |

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| | <ul style="list-style-type: none"> • fumes or gases • dust, steam, smell or other effluvia arising on industrial, trade or business premises • any accumulation or deposit • any animal kept in such a place or manner • any insects emanating from relevant industrial, trade or business premises • artificial light • noise emitted from premises • noise that is prejudicial to health or a nuisance and is emitted from or caused by a vehicle, machinery or equipment in a street <p>During the investigation of the issues listed above, the team will visit domestic properties, which, on occasions will have children or vulnerable adults present. The team will on occasions find conditions that are either affecting neighbours (nuisance) or that are prejudicial to their own health (self-neglect). Depending on the conditions found, how the individual engages with the officer or the length of time it will take to arrive at the desired outcome, the issues may well be reported and discussed with Social Workers or Mental Health Workers.</p> <p>If conditions are found that are of concern to those in social care then contact should be made with the team to discuss what actions could be taken. This may involve the use of enforcement notices, and in all cases, any work will need to be recharged to the occupier or to another agency by agreement.</p> <p>The EP team will deal with issues where the vulnerable person is either the source of the problem and when they are the affected individual.</p> <p>With regards to the sensitivity of the complainant, the test for determining whether a statutory nuisance exists is an objective one and should be judged according to the standards of the average person, and the courts would not be able to have regard to the sensitivity beyond that of the average person.</p> <p>Note: action can only be taken where there may be a health effect, and is often more difficult in properties where there is clutter but does not directly affect someone's health.</p> | <p>M27 5FJ Tel: 0161 925 1097 environmentalhealth@salford.gov.uk</p> |
| Environmental Crime Team (Regulatory Services Salford) | <p>The team investigate incidents of illegal dumping/fly-tipping under the Environmental Protection Act 1990.</p> <p>We also investigate accumulations of litter and debris on land under the Anti-social Behaviour, Crime and Policing Act 2014.</p> | <p>Environmental Health Innovation House Chorley Road</p> |

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| <p>City Council)</p> | <p>Generally our work is reactive and relates to one offence rather than on-going issues such as the nuisances listed by Environmental Protection. Similarly to Environmental Protection, we frequently attend domestic and commercial properties and land throughout the city during our investigations and sometimes come into contact with children and vulnerable adults (complainants and alleged offenders)</p> <p>Again, similarly to Environmental Protection, we sometimes observe conditions that cause us concern.</p> <p>These conditions include:</p> <ul style="list-style-type: none"> • General support needs • Self neglect • Alcohol and drugs • Immigration • Homelessness <p>We always liaise with the appropriate Safeguarding Teams when we observe conditions that cause us concern.</p> <p>Our most common cause of concern relates to children in domestic properties where drugs are present (generally cannabis) closely followed by doorstep crime 'man in a van' taking advantage of vulnerable persons through gardening work or rubbish removal.</p> <p>In the case of alleged offenders, we always work with Safeguarding Teams with a view to implementing behavioural change over enforcement if appropriate.</p> | <p>Swinton M27 5FJ Tel: 0161 925 1097 environmentalhealth@salford.gov.uk</p> |
| <p>Home Improvement Agency (HIA) & Housing Choice (Regulatory Services Salford City Council)</p> | <p>The service aim is to ensure Private sector homes are warm, safe and dry. The HIA receive referrals from owner occupiers regarding their properties condition. The HIA assists clients to seek finance to fund various types of work to support the aims mentioned. Property conditions include; Wiring, Heating and insulation, new doors and windows, Roof repairs, Dampness and timber repairs, Level access showers. The majority of our clients are vulnerable and there is the possibility that some cases are self neglect and there are safeguarding issues. Our priority clients are visited within their home where we are in a prime position to assess the condition of the property and vulnerability of the client. Where appropriate the team will engage with other services and professionals in order to support the client. In some cases this could be a safeguarding referral. In the event of hoarding it would be referred to the Housing Choice service that can support to de-clutter and clean the property</p> | <p>www.salford.gov.uk/salfordhia</p> |

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| | <p>should the client meet the criteria. The HIA take self referrals and also professional referrals.</p> <p>The Housing Choice service receive referrals from all tenures to assist vulnerable residents to move to more appropriate housing where they are unable to do this for themselves. The service receives referrals from health, social care, mental health, hospital and from individuals themselves. The team also take referrals from the hospital and intermediate care where the property is not in a fit state to enable the vulnerable person to be discharged. In the majority of cases it requires a de-clutter and clean, some minor adaptations or a bed moving downstairs.</p> <p>The assessment process involves visiting the client's home where we are able to see the condition of the property and the client. There is the potential for us to come across safeguarding issues, most definitely hoarding and potential cases of self neglect. Where appropriate the team will engage with other services and professionals in order to support the client. For example pest control, helping hands, social worker etc</p> | |
| <p>Housing Standards (Regulatory Services Salford City Council).</p> | <p>The Housing Standards team proactively and reactively inspect properties to ensure they are free from hazards. We often deal with properties in serious disrepair, where the resident is vulnerable. There is the potential to see signs of self neglect, hoarding & other safeguarding issues. Where appropriate we engage with other professionals/service areas to take a co-ordinated approach especially when the resident is vulnerable.</p> <p>The team also deal with rogue landlords who often allow the property to get into disrepair and are reluctant to undertake repairs unless we take enforcement action. There is the possibility that staff may see signs of abuse and/or modern slavery as well as a lack of maintenance from landlords The team are going into properties of the most deprived and vulnerable members of our community who have little choice about where they live and often will not complain about poor condition for fear of eviction.</p> | <p>www.salford.gov.uk/landlord-standards</p> |
| <p>Affordable Warmth (Regulatory Services Salford City Council).</p> | <p>This team works to raise awareness of the help available or to provide support to vulnerable private sector households to prevent vulnerable households from living in fuel poverty. Cold homes can cause cold-related illness and be the cause of Excess Winter Deaths.</p> <p>The Affordable Warmth team are at the centre of the 'Warm Salford Referral</p> | <p>Salford Affordable Warmth Team</p> <p>Tel: 0161 793 2264</p> <p>https://www.salford.gov.uk/warmsalford</p> |

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| | <p>Network' which refers residents on to National, Regional and Local schemes to improve energy efficiency and cut fuel bills.</p> <p>The type of help available includes referrals for grants to repair or replace boilers, fit home insulation and draught-proofing. There are also schemes to make energy tariff switching easier. Referrals are also made to the council's Welfare Rights team to help maximise household incomes.</p> <p>It is possible that from visiting homes through this service that cases of self neglect, hoarding or safeguarding are found.</p> | |
| <p>Trading Standards Team (Regulatory Services Salford City Council).</p> | <p>The trading standards service could potentially come into contact with vulnerable adults in a number of ways;</p> <ul style="list-style-type: none"> • Mass marketing postal scam victims are highlighted to us on a regular basis from the National Scams team. The average age of a scam victim is 75 and many are found to be vulnerable. Most of these victims are visited on a face to face basis at their homes to try to prevent further economic loss to them through these scams. • Trading Standards has a service level agreement with the Citizens Advice Consumer Service whereby, if they receive a call for advice from a consumer who appears to be a victim of an ongoing doorstep crime where the perpetrators are still at the address or likely to be returning that Trading Standards Officers will attend at the scene to assist the consumer. • We receive complaint referrals from Citizens Advice Consumer Service, when they deem that a consumer complaint has elements that may require further investigation. When making further enquiries with the consumer, the investigating officer may have concerns that the consumer might be a vulnerable adult and would refer. • Doorstep crimes involving rogue traders are often reported to Trading Standards by family members after a significant amount of time has elapsed. Often this will involve a very vulnerable person, sometimes with dementia etc. We would offer to visit the victim to discuss what happened and advise on strategies to prevent re – occurrence. We would also liaise with the police crime prevention officer to make sure they are aware of the incident. They would in turn alert PCSOs in that area to be on the lookout | <p>www.salford.gov.uk/advice-and-support/consumer-advice/</p> |

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| | <p>for similar instances. We would also liaise with the community safety team to make them aware so that they can look at target hardening of the property to help prevent re-occurrence.</p> <ul style="list-style-type: none"> • Where a vulnerable adult is identified as being plagued with unwanted phone calls we can provide them with a free call blocker unit. We would only consider this when it is felt that the consumer or a friend or relative of theirs is competent to understand how the unit works and can set it up correctly. • Due to the nature of our work we sometimes find ourselves in people's homes and might inadvertently see something that does not feel quite right. We are always mindful of this and would refer where we feel necessary. • Part of our role is to conduct business inspections. This could lead to us being in business premises and seeing evidence of modern day slavery. We have been on numerous visits where the border force have accompanied us and identified many illegal workers during the course of the visit but there has been no evidence of modern day slavery to date. | |
| Welfare Rights and Debt Advice Service Salford City Council | Welfare Rights and Debt Advice Service | Telephone 0800 345 7323 Mondays and Wednesdays between 1pm to 4pm. |
| Care on Call Salford City Council | Equipment is provided to support the individual in their home and tailored to meet their needs. It can be as simple as the basic community alarm service, able to respond in an emergency and provide regular contact by telephone. it can include detectors or monitors such as motion or falls and fire and gas that trigger a warning to a response centre staffed 24 hours a day, 365 days a year. As well as responding to an immediate need, telecare can work in a preventative mode, with services programmed to monitor an individual's health or well-being | Tel: 0161 607 7133 |
| Age UK Salford | Hospital Discharge, Assessment, Aftercare & Reablement Service – Arranges support with safe discharge home identifies immediate needs to enable safe discharge home, this can include `dignity on discharge`; meals, clothing, commodes, shopping; in some cases where risk assessments are completed can | Different referral routes including self referral and referral by health and social care staff, carers etc. |

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| | <p>escort and settle at home to ensure warm and safe discharge. Undertakes a Safety Check assessment of the home and environment escalating concerns re risk/welfare as appropriate, inter agency working to support the person at risk where appropriate to do so, also completes a personal assessment to determine health and wellbeing support needs including identification of risk to self and others. Identification of carers at point of referral, i.e. practical immediate needs for a carer to receive treatment and practical support for loved one at home if no formal services in place/support for carers/cared for on discharge to ensure safe at home and be able to continue in caring role (non personal care). Encourages uptake of carer assessments/support from Carer Centre and refers onto these services for future support needs</p> <p>Assist individuals with support planning to promote self autonomy, self determination and confidence building Can provide support to individuals (reduce malnutrition/falls risk) up to 6 weeks under a reablement model. Provides Information and signposting Provides practical support within the home and support to attend medical appointments Provides telephone support and support through home visits.</p> | <p>Anyone living in Salford age 55 years or above. Operates - 7 days a week including bank holidays Tel: 0161 206 4607 Email: salford.aftercare@srft.nhs.uk Situated in the Hope building at Salford Royal, Eccles Old Road. Salford M6 8HD</p> |
| Age UK Salford | <p>Homecare Service – Provides experienced help around the home including cleaning, washing, ironing and shopping delivery. The same person is appointed as a Home Service Assistant which creates consistency, regularity and enhances companionship. A bond of trust develops creating peace of mind for both service user and relatives knowing that a respected member of Age UK Salford is in regular attendance. This is especially relevant where there are vulnerable adults involved. The service undertakes a risk assessment of all new customers. Early detection of deterioration of a person’s health and wellbeing including areas of risk Signposting to other provider services within the Charity.</p> | <p>Self Referral Paid for service Any age Operates Mon – Fri/other times by agreement. Tel: 0161 788 7300 108 Church Street Eccles M30 0LH Email: Homcareservices@ageuksalford.org.uk</p> |
| Age UK Salford | <p>Social Rehabilitation Service - The Social Rehabilitation Service is community based providing outreach support</p> | <p>Different referral routes including self referral and referral by health and</p> |

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| | <p>to individuals who have experienced a life changing experience such as bereavement, a fall or a decline in a long term health condition. The focus of the service is to engage with vulnerable people in the community at the point of entry of referral, supporting the person to increase their independence. This includes supporting individuals with a long term medical condition who reside within their home to prevent unscheduled acute hospital admissions; by ensuring support is in place to enable them to effectively manage their condition/situation.</p> <p>The service also links into the NHS end of life pathway by offering bereavement support; supporting individuals to enhance their quality of life, promoting health and wellbeing by ensuring the individual maintains/regains control of their life whilst maintaining optimum health.</p> <p>Early detection of deterioration of a person's health and wellbeing including areas of risk particularly areas of self neglect and potential safeguarding issues.</p> <p>An integral part of this process includes undertaking an Outcomes Star assessment focusing upon key areas of a person's life including identification of their support needs;</p> <p>Providing structured and timely support working with individuals to enhance their lives by enabling them to stay well, keeping in touch, feeling positive, feeling safe and to manage their financial affairs.</p> <p>The service takes a personalised approach listening to what matters to the individual to promote their health and wellbeing. This focus is upon supporting the person in retaining motivation, enhancing self confidence, rebuilding social networks, optimising quality of life and support with the living environment by making appropriate referrals for aids and adaptations, home improvements etc.</p> <p>During this process the service aims to match the individual with a volunteer to support them in confidence building and support with social activities thus enabling the person to establish a trusting relationship.</p> | <p>social care staff, carers etc. Anyone living in Salford age 60 years or above. Operates Mon – Fri - 9am – 5pm Tel:0161 7887300 Email: Jean.kenyon@ageuksalford.org.uk 108 Church Street Eccles M30 0LH</p> |
| <p>Age UK Salford</p> | <p>Dementia Support Service - For people with memory loss and their carers living in the Salford area. The Service provides information, advice, practical and emotional support and opportunities for peer networking; supporting people on their dementia journey including support with daily living and to maintain good levels of health and wellbeing. The service also has a number of peer support groups that operate</p> | <p>Different referral routes including self referral and referral by health and social care staff, carers etc. Operates: Mon – Fri - 9am – 5pm Tel 0161 728 2001 Email:</p> |

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| | <p>locally throughout the city for people experiencing memory loss. Carer training is also provided over a 6 week period - 3 times per year</p> <p>The Service has dedicated staff who specialise in the field of dementia. This includes allocation of an individual case manager empowering and supporting carers/su with advocacy and representation of their needs and rights; support is mainly through individual home visits; carer needs assessments; identification, assessment and management of risk; formulating support plans; mobilising networks of support; making appropriate referrals; interagency working and liaising with other professionals, colleagues and services; responding to situations with a potential for crises; Early detection of potential safeguarding issues; support with POA, 'best interest meetings', statutory assessments and reviews; multi agency/disciplinary working.</p> | <p>Dssadmin@ageuksalford.org.uk The Green Clifton Swinton M27 8QL</p> |
| Age UK Salford | <p>Neighbourly Connector service - Aim to counteract loneliness and isolation for older people. Offers practical, social and emotional support through friendly neighbourly volunteers looking out for older neighbours. All volunteers are DBS checked and are trained to recognise vulnerability and how to respond to Adult Safeguarding. Each older person has a home based assessment, which identifies any signposting or external referrals. Each older person receives a risk assessment, which considers their living and local environment as well as harm to themselves and or/others.</p> | <p>Different referral routes including self referral and referral by health and social care staff, carers etc. Operates Mon – Fri - 9am – 5pm Tel: 0161 788 7300 Email: vanda.groves@ageuksalford.org.uk 108 Church Street Eccles M30 0LH</p> |
| Age UK Salford | <p>Humphrey Booth Day Centre - Provides a safe and supported environment to older people who require additional support during the day time including a choice of a 2 course lunch, daily refreshments and a take away service. HBDC support older people with- *Learning Disability (mild / Mod) *Sensory / physical impairments * Mild/Moderate Dementia * Social Isolation * Depression * Personal care needs, including, bathing, catheter care/ stoma care</p> | <p>Self Referral/GP/DN referral via Social Services Offers private day care places Open Mon – Fri 9am – 4pm Sat 9am – 3pm Tel: 0161 737 5989/0161 736 8175 Email: humphrey.booth@ageuksalford.org.uk 33 Eccles Old Road Salford</p> |

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| | <p>Safeguarding HBDC have supported many individuals through the safeguarding process, often being the instigators for the process and taking an active role in strategy meetings that will arise after the initial SG1 is completed. HBDC also attend “best interest “ meetings and regular reviews of individual care packages</p> <p>Sunday Lunches During the summer time the Centre hosts Sunday Lunch events every 4/6 wks depending upon demand.</p> <p>Risk Assessments These are carried out on every individual including those who use the Age UK Salford’s bus; individuals who receive support through HBDC bathing service, have a bathing assessment carried out Offers a full range of personal care services including</p> <ul style="list-style-type: none"> • Assisted bathing – can be offered as a standalone service or as part of day care services • Hairdressing & Podiatry service • A range of relaxing and holistic therapies <p>Social membership – drop in providing a range of stimulating and fun activities, theme days and evening events, freshly cooked food and refreshments Activities include Art & Craft, Yoga & Exercise classes Theme days Day trips Entertainment Indoor bowls/golf Reminiscence Baking</p> | M6 7AP |
| | <p>Critchley House Community Hub and Garden Cafe support for older people. Offers a social centre, resource hub and garden cafe and can be hired as a venue for meetings, business lunches or social events. The centre also runs fully escorted day trips and calendar events throughout the year.</p> <ul style="list-style-type: none"> • Free gardening class • Creative writing • Coffee and craft social • Knitting group | <p>Self referral - For details of events, booking and cost. Tel 0161 359 3410 or email Centre Manager:- Age UK Salford Nichola.swettenham@ageuksalford.org.uk</p> <p>Critchley House</p> |

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| | <ul style="list-style-type: none"> • Social hub club • Weekly luncheon club | 75-77, Chorley Rd., Swinton M27 4AF |
| | <p>Information, Advice & signposting - Free ½ hour legal advice 2nd & 4th Tuesday of the month at head office. From May 2017 - Free ½ hour legal advice - 3rd Monday of the month, CAB – Thursdays at head office I&A low level advocacy Monday and Weds - Head office Tuesday - Critchley House. Age UK independent living aids and adaptatations - contact head office. Wheelchair hire Provision of Age UK guidance booklets/ leaflets freely available from head office.</p> | Self referral Legal advice – bookable appointments only. CAB - bookable appointments only. Office hours, Mon – Fri - 9am – 4pm For appointments contact: Tel: 0161 788 7300 Email: administrator@ageuksalford.org.uk 108 Church Street Eccles |