

Kingston Safeguarding Adults Board



Annual Report 2020-21

Introduction from the Statutory Partners

On behalf of the statutory partners, we are pleased to be able to present the Annual Report for the Royal Borough of Kingston's Safeguarding Adults Board (KSAB). In this last year, we have continued to make progress on achieving much from good partnership working across the public and community sectors within Kingston, despite working through the Covid-19 Pandemic.

We are sad to report that our Chair, Richard Neville is leaving, we would like to say a big thank you and share our appreciation for Richard's contributions and leadership over previous years. In the following year, we will be conducting an Independent Review on the board as an opportunity to pause and reflect on the achievements and what we want to focus and work on in the future. As a result the statutory partners will chair the board on an interim basis until the review is concluded and plans agreed for future chairing arrangements. The following year's annual report will detail this work.

In this foreword, we would like to highlight some achievements this year. We had the success in delivering along with RBK our Subject Matter Expert programme (SME).

A series of masterclasses for professionals commenced with the nationally known Alex Ruck-Keene, an experienced Barrister, Writer and Educator. His practice is focused on mental capacity and mental health law. There was immense value in partners learning together which will have a positive outcome on safeguarding adults at risk in Kingston. The SME programme continues and you can read the positive feedback so far!

The Board continued their "Making Safeguarding Personal" journey by broadening the collaboration with Healthwatch on the MSP project, and expanding to all teams in Adult Social Care. We look forward to reviewing the outputs of this into the next year.

This year, the board also focused on care homes in the borough and invited colleagues from Commissioning and Public Health to talk to us in a dedicated session about what we were doing locally to support and manage Covid-19 outbreaks in their settings.

The board members worked hard to create a 7 minute briefing for the public about safeguarding adults and these were delivered in the food parcels organised by our Kingston Stronger Together Hub and their partners. Thanks to Dawn Fenton, our Board Officer and Claire Singers, Senior Social Worker for making sure this was a success.

Board Partners (Members) have highlighted, below, their achievements and we would like to thank them for the continued open discussion and challenge which takes place at every meeting. We believe that Kingston can be assured in terms of continued professional working across the boundaries of organisations which contribute to making the borough safer.

The Board continued its Safeguarding Adults Review (SAR) Sub Group into this year and whilst no SARs were complete in this year, work is ongoing on two SAR's which we will publish once complete.

Finally, we are particularly proud of the work achieved in our partner's response to the pandemic as well as keeping up with their response to protecting adults at risk in Kingston. Thank you to you all!



**Statutory Partners of KSAB
Royal Borough of Kingston upon
Thames, Metropolitan Police &
Kingston Clinical Commissioning Group**

KSAB Sub-Groups

Safeguarding Adults Review (SAR) Sub-Group

The SAR Sub-group considers cases where there has been a death or serious incident in the borough, of an adult with care and support needs, where a failure or possible failure to work together to promote the safety and prevent neglect, abuse or harm to an individual has been identified.

The Group recommends to the board whether the criteria are met for conducting an independent Safeguarding Adult Review (or SAR).

In this last year, 6 new SAR referrals were made however none met the criteria for a SAR.

SARs are written to provide learning for all organisations which provide support to adults with care and support needs; they are not about apportioning blame to individuals or agencies.

The Board takes SARs very seriously and continues to have oversight on the recommendations, expecting feedback from agencies on what they have done to ensure that any mistakes are not repeated and that all staff learn from the Review.

During the pandemic the sub-group continued to meet quarterly and virtually, with work progressing. The group has ongoing work on 2 more SAR's in this coming year.

Training Sub-Group

The sub-group has continued to meet quarterly during 2021, with continued commitment from partners to ensuring that their respective training programmes have been maintained throughout the pandemic. As a follow up to the training audit completed in 2020, the group endorsed a second light touch audit in May 2021 that again demonstrated, despite operational difficulties, competing priorities, essential safeguarding training has been delivered well, meeting requirements and the SAB's expectations.

Training delivery has been characterised by innovation and technical creativity as social distancing constraints forced the development of more online course material. This was already, pre-pandemic, a journey that most partner organisations were on, and so the process was simply, but expertly, accelerated. The sub-group agreed attention should be paid to enhancing the training opportunities offered to the voluntary sector, although there is a need, there is limited staffing resources able to deliver.

The development of the subject matter expert programme has been welcomed by the sub-group. Such sessions will also prove helpful if there are specific learning requirements arising from SARs or from the study of the quarterly data produced by Adult Social Care and shared at quarterly board meetings.

A significant action for the sub-group is re-drafting the board's training strategy. This is an important piece of work that was identified as a priority in 2020 as the pandemic struck.

Communications Sub Group

The sub-group continued with a focus on delivering safeguarding messages to the residents of Kingston and continued to meet virtually on a quarterly basis.

The sub-group have taken on board learning from Safeguarding Adults Reviews (SAR's). This learning has been the basis for developing and publishing 7 minute briefings (7MB). All 7MB and completed SAR's are now published and available on the councils safeguarding adult's web pages. During the pandemic lockdown, 7MB's on Safeguarding Awareness, Scams and Test & Trace Scams were distributed to Kingston residents.

During November 2020, National Safeguarding Adults Week covered:

- Safeguarding & Wellbeing
- Adult Grooming
- Understanding Legislation
- Creating Safer Places
- Organisational Abuse

The sub-group updated the Terms of Reference for the group and discussed publication of circulation of the Subject Matter Expert Programme.

As the landscape of safeguarding is always changing we continually face new challenges and this year we have been challenged in the way we work, now virtually and in continuing to communicate safeguarding messages. The safeguarding board strives to give the best service to the residents of Kingston and to improve efficiency and reduce duplication.

Subject Matter Expert Programme

The programme was launched to enhance the learning and development of staff and provide continuous professional development as part of the Safeguarding Adults Workforce Development offer for the Board. Each session was held virtually (during the pandemic), and were based on SAR learning and emerging themes along with the introduction of 7MB (7 Minute Briefings).

The aim is to support staff and ensure that there is a well trained workforce equipped to safeguard adults at risk of abuse and neglect with a knowledge of recognising and responding to all types of abuse, as detailed in The London Multi-Agency Adult Safeguarding Policy & Procedures.

The outcomes of the sessions are:

- For practitioners to learn about a specific area of safeguarding
- To gain a basic understanding on the area
- Opportunity to ask questions and test their knowledge network with colleagues
- Be signposted to gain further knowledge and understanding

The proposal has an ongoing subject expert programme, with key partner agencies experts signing up to deliver the training session for staff on an ongoing basis.

The key areas identified are as follows:

- Learning Disability Mortality Review
- Fire Safety
- Hate Crime

- Fraud and Scams; Financial abuse - Lasting Power of Attorney, Wills and Deputy
- Hoarding
- MSP - Peer Advocate
- Safeguarding in hospitals
- Modern Slavery
- Care homes and quality
- Homelessness and safeguarding
- HBV/Forced Marriage
- Prevent/WRAP
- Domestic Abuse and Older People
- Gangs/county lines
- Cuckooing or home invasion
- Learning from the Pandemic

The subject matter expert programme will be offered to all staff across all key partner agencies, take place on a bi-monthly basis, virtually, with a view to move to classroom based sessions in the future, when safe to do so.

The duration of each session is for 2 hours and it will be the responsibility of the particular subject matter expert to prepare and present at the session. To enable the subject matter expert programme to work effectively it requires experts from key partner agencies to commit to the programme and deliver the 2 hour session for each of their subject matters. It is envisaged that each expert will deliver no more than 2 sessions per financial year. This is a non-financial contribution to the Safeguarding Adults Board.

All key partner agencies identify the most appropriate subject matter expert within their organisation to prepare and deliver the training to staff.

The expert sessions delivered so far are as follows:

- Mental Capacity Act
- Disclosure & Barring Service & Safeguarding
- Pressure Ulcer & Safeguarding
- Domestic Abuse & MARAC (including coercive & controlling behaviour)
- Medication Errors

All these sessions have been well received with great feedback.

Attendees stated...

“The Expert is excellent in explaining about mental capacity, and being able to ask questions was very useful”

“I found it interesting and it increased my knowledge/awareness in this area”

“The knowledge gained would be used in their everyday practice”

Partner Key Achievements 2020/21

Your Healthcare (YHC)

Last year witnessed unprecedented challenges for health and social care. Despite the significant difficulties, YHC worked closely with our partners to ensure support for those at risk of isolation, support welfare checks and maintain essential services. We are proud to say that our staff remained alert to the safeguarding principles and maintained our level of reporting in line with previous year. In 2020/21 YHC saw a marked increase in reporting of self-neglect and domestic abuse as well as increased concerns regarding scamming. This is in line with local and national trends in safeguarding during the pandemic.

YHC achievements in the year have been as follows:

- This year has provided an opportunity to take a leap forward in the use of virtual communication. This has made multi agency working more agile and responsive. Leading to greater communication and collaborative approaches.
- Adult and Child Safeguarding Advisors roles have been successfully recruited to. The team has been further enhanced by the commencement of partnership working with Hounslow and Richmond Community Health Trust (HRCH).
- Adult Safeguarding and quality concern reporting has been successfully integrated into the incident reporting system therefore enabling a higher level of co-ordinated investigation, action planning and shared learning.

Royal Borough of Kingston - Community Housing

Due to the pandemic the service had to find ways to ensure that our customers could still contact us and continue to provide the advice, assistance and support they needed. We were able to ensure that all officers had the appropriate digital technology to be able to carry out their role effectively.

Officers have shown incredible resilience and adaptability through the implementation of remote working and finding new ways to deliver services to the community.

- We have successfully continued to deliver an effective service to those in most need at a very difficult time. Providing advice, access to support and help to resolve and relieve issues related to homelessness or threats of homelessness that would otherwise have created worry and stress to our residents
- As at the end of the financial year March 2021 we had accommodated 282 new homeless applicants into emergency accommodation whilst also providing 199 Council & Registered Provider homes during a Pandemic
- We introduced and maintained new infection control measures in the provision of services supporting the role out of the vaccine to vulnerable residents and managing shared accommodation
- We have worked hard with our partner agencies to help and accommodate those who were sleeping rough to keep them safer from the spread of the virus
- Since the end of March 2020, under the Government's 'Everyone In' initiative, 189 rough sleepers or people at risk of rough sleeping have been accommodated by the Council for longer or shorter periods
- We have procured 30 bed spaces in newly leased accommodation for rough sleepers which provides low level support and a programme to lease a further 20 one bedroom properties is under way
- We have fundamentally changed the services the Council provides for rough sleepers and we are currently trying to embed these services for the longer term to stop rough sleepers returning to the street and prevent individuals from starting to rough sleep

Kingston Hospital Foundation NHS Trust

- With Covid-19 impacting the hospital services, new ways of providing access to relatives, community services for assessments and appointments for patients were needed to reduce the transmission risk

The use of the virtual platform was instrumental in ensuring that services could continue and the flow in the hospital would remain steady. The use of Tablets/iPads helped facilitate Best Interest meetings, Safeguarding Planning meetings, and Deprivation of Liberty Safeguards (DoLS) Assessments, ensuring we could interact effectively with community services providing direct support to the patients. DoLS applications reduced in number from 178 applications in 2019/20 to 107 in 2020/21, with 3 authorised throughout the year, however there was a faster turnover of patients and there remained an open communication with the LA's. This same virtual platform was used in end-of-life care ensuring that family could be with their loved ones when isolating at home or even out of the country.

- In January 2021 we expanded our safeguarding service to include a Band 7 Learning Disability Practitioner. This was a much-anticipated post for the hospital to ensure we provide specialist care to patients and training to staff in the future. This service has been well received with referrals increasing every month as it has become more established. As a Trust we became an early adopter of the National Reasonable Adjustments Flag project by NHSE, and in order to support the implementation of this project funding was provided for a Band 6 Learning Disability Practitioner fixed term post to ensure the service continued to be covered.
- 2020 presented a change in how we facilitated training sessions for staff. Face to face sessions were not possible with restrictions in place therefore there was a shift to online forms of training. MS Teams have been used to provide MCA, Safeguarding and Domestic Abuse training to staff, and Level 3 Adult Safeguarding Training was provided to GP Trainees via Zoom. Flexibility within the training was needed and shorter sessions were advisable to areas of the hospital that could not accommodate full day training.

South West London & St. George's Mental Health NHS Trust

The impact of the pandemic placed critical and sustained pressure on all areas of the Trust. Our staff were working in exceptionally difficult circumstances over the last year and have adapted services and the way that we work with colleagues and stakeholders. Despite these challenges, we have continued to promote and prioritise the safeguarding agenda across the Trust.

- The number of Domestic Abuse reports increased threefold for the Trust compared to 2019/20. In response to this we successfully submitted a business case to pilot a Domestic Violence & Abuse Lead 0.5WTE into post for 2021/22.
- The Domestic Violence & Abuse Strategy Group co-produced and rolled out an evidence-based Domestic Violence & Abuse policy to increase awareness and support staff to provide a person centred response. This includes the use of specialist domestic abuse identification tools and a robust pathway for referrals. We also put on a hugely successful domestic violence and abuse conference to support with further Trust-wide awareness raising.
- Sexual safety incidents are commonplace on mental health wards. In order to promote a culture that encourages and models mutual respect for everyone within the inpatient environment, we have relaunched our co-produced 'Sexual Safety' policy and produced practice guidance, posters and leaflets. This will be rolled out in 2022.
- Lastly, we worked with TIAA to audit the arrangements we have in place to manage our safeguarding work. The audit identified good practice in relation to routinely sharing learning in relation to safeguarding throughout the organisation via various platforms and channels i.e. the Executive Safeguarding Meeting; Learning Events; Governance Groups; Integrated Learning Bulletin; Patient Safety Alerts.

Royal Borough of Kingston - Adult Social Care

- The Subject Matter Expert Programme (SME) was launched in March 2021. The first session was delivered by Alex Ruck-Keane on Mental Capacity. The session was well attended by professionals. All key partners of the SAB were represented at the session. The overall feedback was positive, including that the session had increased and raised individual's awareness of Mental Capacity and the complexities.
- The Making Safeguarding Personal (MSP) project, was launched in conjunction with Healthwatch Kingston, initially focusing on outcomes within the learning disabilities safeguarding enquiries. We have individuals' experiences to identify how we can improve the service we provide to safeguard adults at risk. Questionnaires were developed, which include an easy read version, for Social Workers to send out to individuals at the end of the safeguarding process. The questionnaire is also available [here](#). The aim of the project is to learn about the principles of Making Safeguarding Personal and also to ensure these are embedded in our safeguarding practice and how this can be developed further.
- We have developed our partnership working through regular and consistent attendance at the multi-agency risk panels in Kingston, including MARAC/CMARAC. As a result of this consistent attendance at MARAC, there has been an increase in ASC referrals. We have also worked in partnership with our MARAC colleagues to raise the awareness of Adult Child to Parent Violence.
- We have contributed to developing/co-chairing a Modern Slavery Working Group, with Achieving for Children. This working group has developed a local pathway for Modern Slavery which will ensure that we

meet our statutory duties under The Modern Slavery Act 2015 and The Care Act 2014. The Local pathway was finalised and launched during 2021.

Department of Work & Pensions (DWP)

- Since 16 March 2020 to the end of April, the DWP received over 1.8 million claims for Universal Credit, over 250,000 claims for Jobseeker's Allowance, and over 20,000 claims for Employment and Support Allowance. Overall, this is 6 times the volume the DWP would typically experience and in one week, they had a 10-fold increase. The rate for Universal Credit claims appears to have stabilised at about 20,000 to 25,000 per day which is double that of a standard week pre-COVID-19.
- A significant number of DWP staff were redeployed (about 8,000) from other government departments (about 500) in order to process these claims. The payment timeliness for Universal Credit is running at a record high.
- The DWP increased the Local Housing Allowance rates for Universal Credit and Housing Benefit claimants so they now cover the lowest 30 percent of local rents. The national maximum caps were also increased, so claimants in inner and Central London will also see an increase in their housing support payments. Communications with councils who have not made that adjustment in housing benefit is continuing. Furthermore, across England, the discretionary housing payment has already been increased by an extra £40 million for this financial year.
- The 1.7% benefit uplift was implemented in April, ending the benefits freeze, and the state pension rose by 3.9%, as per the triple lock reflecting last year's substantial rise in average earnings.
- Regulations have been introduced to ease access to benefits. The DWP legislated to allow access to Employment and Support Allowance (ESA) from day 1 of the claim, and relaxed the Minimum Income Floor, so that the self-employed can access credit more readily. The DWP have also made it

easier to access ESA by launching the ESA portal for online applications.

- From 17 March 2020, the DWP suspended all face-to-face assessments for health and disability benefits. They automatically extended awards for existing claimants that were due to be reassessed by 3 months and will only undertake reviews or reassessments when claimants notify of changes which could lead to a higher payment.
- A significant project the DWP have undertaken is to support Ministry of Housing, Communities and Local Government and the National Shielding Service by establishing the outbound contact centre. Furthermore, this contact centre was used to proactively contact the most vulnerable customers who receive their benefits or pensions solely through Post Office Card Accounts. Appreciation is expressed to the Post Office in helping to support this group of customers, as the DWP have been able to provide contact free cash payments by Royal Mail Special Delivery. Individuals were also signposted to extra support from their local council.

Metropolitan Police Service (SW BCU)

- South West BCU police continues to work closely with partners to improve their response to vulnerable people in the community. A new cuckooing protocol has recently been developed, including clear referral pathways for police and other professionals and tactical options for officers, to better identify and support victims of cuckooing and target perpetrators.
- The BCU aims to professionalise Adult Abuse work: a dedicated Detective Inspector will lead on Adult Abuse, who looks to strengthen the response and engagement, raise the adult abuse agenda within policing locally, develop a network of subject matter experts around adult abuse and embed learning from SARs. Police currently Chair the SAR sub-group, a sub-group of the Board.
- Key initiatives to establish and embed effective multi agency sub-groups to support and inform the ongoing direction of the KSAB were highlighted in 2020 as a matter of priority. Also a focus has been on the development of

the engagement strategy for partners to the Board and included strengthening links with the voluntary sector, provider services and wider stakeholders.

- SW BCU continue to be fully engaged with the SAB executive and SAB sub-group meetings and other multi agency panels including MARAC and CMARAC. They ensure that the work with the KSAB learning is embedded across the local London Boroughs to strengthen responses as learning is identified.

Kingston Clinical Commissioning Group (CCG)

- **SWL Vaccination Delivery Programme** - SWL CCG rolled out the biggest vaccination programme in NHS history across SWL. All individuals aged 12 and over eligible for a 1st or 2nd dose and all adults aged 16 and over wanting to book for a 1st, 2nd, 3rd dose or booster dose of the COVID-19 vaccination are able to book in for an appointment through the National Booking System or by calling 119.

Since the start of the roll-out of the vaccinations across SWL, the programme has administered 3,006,847 vaccine doses, the majority of which has been provided by local GPs and Community Pharmacists. 75.5% of SWL adults have had their first vaccination, 72.4% have had their second vaccination and 78.8% of those eligible, have received their booster. 72% of 16-17 years old and 59% of 12-15 years old have received their first vaccination.

The CCG continue to emphasise the importance of promoting first and second dose uptake amongst all eligible groups, with a particular focus on health inequalities amongst people most at risk who are yet to come forward for vaccination. Getting to this point has been a significant achievement and reflects the enormous collective contribution from the SWL system including the CCG, NHS Trusts, PCNs, Community Pharmacies, Local Authorities, Police, Army, Voluntary Sector, faith and community groups and staff and local people as volunteers.

- **SWL - CCG Safeguarding Conference** - SWL Safeguarding Team hosted an on-line Adults & Children Safeguarding Conference on February 9th 2021.

The Safeguarding Designates recognised that safeguarding issues had increased during lockdown with the local tier restrictions and that it was increasingly important to understand the issues adults and children were facing and to support the most vulnerable. The conference was attended by over 100 frontline health staff and safeguarding practitioners and was an accredited level 3 safeguarding event. Presentations included:

- Transitional Safeguarding – an insight into the developmental needs of older teenagers and young adults transitioning from adolescence into adulthood.
- A young adult and care leaver’s first-hand account about her involvement in the criminal justice system
- The Youth Violence Intervention Programme, run in hospital emergency departments in partnership with trauma networks supporting young victims of violence.
- **SWL Safeguarding Adults Leads Forum** - The Safeguarding Adults Leads Forum for SWL continued to meet on a 6 weekly basis with representation from safeguard leads from all the major health provider services across SW London, the local authority leads and private and voluntary sector representatives. During the pandemic these meetings have provided assurance to the safeguarding adult designates that providers and partner organisations have continued to work collaboratively to support adults at risk across SWL and in Kingston and Richmond.
- **Kingston & Richmond Half Day Safeguarding Training for GP’s** - These forums are run quarterly for an afternoon and have representation from all GP safeguarding leads within practices across Kingston and Richmond. These were facilitated by the named GP for safeguarding across Kingston and Richmond and supported by both designated safeguarding adults leads. Presentations and discussions included Information Governance Health: Information sharing for GPs; LeDeR Implications of COVID 19 on people with learning disabilities; “Think Family” Webcast; Private fostering; “Was not Brought” policies; Looked After Children (LAC) simple guidelines; Mental health and elective home education.

Healthwatch Kingston(HWK)

HWK have published two key reports as follows:

The **Learning Disabilities End of Year Report 2021/22** - the inclusion and amplifying the voices of people with a learning disability for the work of Healthwatch Kingston. The report can be found [here](#).

The **London Safeguarding Voices Group End of Year Report 2021/22** – the LSVG brings together people with lived experience of safeguarding from each London borough. Healthwatch Kingston has been commissioned by the London Safeguarding Adults Board to coordinate the LSVG work programme. The report can be found [here](#)

London Fire Brigade

One of London Fire Brigade's (LFB's) key priorities is to reduce fire & other emergencies within the communities we serve.

This risk is reduced partly by carrying out Home Fire Safety Visits (HFSV's). This also includes partnership working with the NHS Trust and Adult Social Care, at risk adults can be identified and these individuals can be provided with advice and support to reduce fires in the home.

LFB have successfully engaged with people who have hoarding tendencies within the borough and intervened to assist practitioners and carers. Domestic Sprinkler Assessments have been undertaken by LFB staff when individuals have been considered at high risk along with the provision of fire retardant bedding. Where LFB become aware of a safeguarding concern they will complete a person at risk procedure and subsequently contact the Safeguarding Adults Board.

Unfortunately, due to Covid-19 we had to suspend group risked visits but HFSV's and Hot Strikes following fires have continued to provide key advice and detection to those residents who are most at risk.

For low risk households, we have the ability to provide advice over the telephone and can direct residents to the LFB Home Fire Safety Checker to carry out their own assessment of their home until a visit can be carried out.

High risk households will continue to be prioritised and offered an HFSV by crews at the earliest opportunity.

How to report a Safeguarding Concern

The Care Act 2014 puts adult safeguarding on a legal footing. It is about people and organisations working together to prevent and stop both the risks and experience of abuse or neglect, while at the same time making sure that the adults wellbeing is promoted, including, where appropriate, having regard for their views, wishes, feelings and beliefs in deciding on any action.

Safeguarding duties apply to an adult who:

- Has needs for care and support (whether or not the Local Authority is meeting any of those needs)
- Is experiencing, or at risk of, abuse or neglect
- As a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect.

If you have a concern regarding an adult, and it appears that the above 3 points are met, complete the Safeguarding Adults [Concern Form](#) and email to Safeguarding & Access Team on (adult.safeguarding@kingston.gov.uk)

The Royal Borough of Kingston Adult Social Care Safeguarding & Access Team can be contacted on:

020 8547 5005

Email: adult.safeguarding@kingston.gov.uk

Out of Hours: 020 8770 5000

If it is a criminal offence please contact the police on 101 or if an emergency on 999

How to make a SAR Referral

Safeguarding Adult Reviews (SARs) were previously known as Serious Case Reviews. They are held when an adult with care and support needs dies or suffers significant harm as a result of abuse or neglect. Safeguarding Adult Reviews are not inquiries into how someone died or suffered injury, or to find out who is responsible. They:

- look at any lessons we can learn from the case about the way professionals and agencies worked together
- review the effectiveness of our safeguarding adults procedures
- inform and improve practice
- identify what can be done better to avoid a similar circumstance from reoccurring

The Safeguarding Adult Board aims to share learning from Safeguarding Adult Reviews widely: with local organisations and through the London and National Safeguarding Network across London and nationally.

Section 44 of The Care Act 2014 requires Safeguarding Adults Boards to undertake a Safeguarding Adult Review when specific criteria are met. This is when abuse results in the death or significant and possibly life-changing harm of an adult with care and support needs.

Anyone may make a [referral](#). It is recommended that you refer to the SAR criteria contained in the SAB Kingston [SAR Protocol](#).

The SAR Sub Group usually makes a decision relating to any SAR referral within four weeks of receipt, and will inform the referrer of the decision made.