



## Luton Safeguarding Adult Board Memorandum of Understanding (MOU)

This document outlines the agreement for members of the Multi Agency Safeguarding Adults Board to ensure that its members work in accordance with The Care Act 2014 to safeguard residents of Luton from abuse and harm.

### 1. Introduction

*“The Safeguarding Adults Board has a strategic role that is greater than the sum of the operational duties of the core partners” (The Care Act 2014 Statutory Guidance).*

1.1. The Luton Safeguarding Adults Board will fulfil multi-agency responsibilities in relation to safeguarding adults from abuse and neglect in line with the requirements made in Section 6 of the Care Act 2014. The Act has introduced the duty on each Local Authority to establish a Safeguarding Adults Board and a duty of co-operation on all partner organisations in this approach. This Memorandum of Understanding outlines how the Core Partners of the Luton Safeguarding Adults Board, will work in partnership to safeguard adults who are residents of Luton from abuse and harm.

### 2. Purpose of the Memorandum of Understanding

2.1. This memorandum of understanding provides the framework for the identification of roles, responsibilities, authority and accountability for members of the Luton Safeguarding Adults Board (LSAB). It sets out the Governance and working arrangements for the Luton Safeguarding Adults Board.

### 3. Purpose of the Luton Safeguarding Adults Board

3.1. The Luton Safeguarding Adults Board's (LSAB) principal focus will be to ensure that the following Care Act principles are followed and embedded in practice to achieve its aims:

- **Empowerment:** Presumption of person led decisions and informed consent.
- **Prevention:** It is better to take action before harm occurs.
- **Proportionality:** The least intrusive response appropriate to the risk presented.
- **Protection:** Support and representation for those in greatest need.

- **Partnership:** Local solutions through services working with communities.
- **Accountability:** Accountability and transparency in delivering safeguarding so that the person knows everyone who is involved in their lives and what they do.

3.2. The LSAB will ensure effective inter-agency frameworks, policies and procedures are in place to safeguard and promote the independence and wellbeing of people who may be at risk of abuse, and to raise awareness of the potential for abuse.

3.3. The LSAB will ensure all partner organisations maintain a clear organisational and operational focus on safeguarding adults; ensuring relevant statutory requirements and other national standards are met.

3.4. The Board is responsible for overseeing the implementation, monitoring, evaluation and development of the Luton Safeguarding Adults Policy and Procedures. Its accountability and remit are outlined in the Terms of Reference (see *Appendix 9*).

#### **4. Publications and Safeguarding Adult Reviews**

4.1. Schedule 2 of the Care Act 2014 stipulates that the Board must publish a strategic plan for each financial year that sets how it will meet its main objective and what the members will do to achieve this. The plan must be developed with local community involvement, and the LSAB must consult the local Healthwatch organisation. The plan should be evidence based and make use of all available evidence and intelligence from partners to inform strategic developments.

4.2. The Board must publish an annual report detailing what the LSAB has done during the year to achieve its main objectives and implement its strategic plan and what each member has done to implement the strategy as well as summaries the findings of any Safeguarding Adults Reviews (SARs) and subsequent actions.

4.3. The Board must conduct any Safeguarding Adults Review in accordance with Section 44 of The Care Act 2014, the details of which are outlined in a separate SAR policy.

#### **5. Frequency and Duration of Meetings**

5.1. Quarterly for a minimum of 2 hours with a development session held annually.

#### **6. Equalities and Inclusion**

6.1. The Board values diversity and equality of opportunity and ensures fair treatment. The Board has a duty to ensure that all its policies and procedures

do not discriminate against any persons on the grounds of their race, gender, disability and ethnicity and all protected characteristics under the Equality Act 2010. Equality impact assessments will be undertaken in the formulation of policies and procedures and the impact of safeguarding work on equalities will be monitored by the policies and procedures sub-group and reported to the Board, as necessary.

6.2. The Board values the views of citizens who have experienced or witnessed abuse and harm and promotes the inclusion of alleged victims of abuse or neglect in the formulation of their own safeguarding arrangements, with support where required.

## **7. Role of the Chair and Deputy Chair of the Luton Safeguarding Adults Board**

7.1. In Luton the Chair of the Safeguarding Adults Board is an Independent Chair commissioned by the Local Authority. The Chair has responsibility for keeping up to date with, and promoting good practice, developments in case law and research and any other relevant material.

7.2. The Chair of the Board is directly accountable to the Local Authority Chief Executive for the effective strategic leadership, organisation and performance of the Board in its discharge of safeguarding responsibilities.

7.3. The Local Authority will appoint the Chair of the Board in consultation with other members of the LSAB.

7.4. The LSAB Independent Chair will work closely with all partners and in particular with the Director of Adult Social Services who has the responsibility for adult safeguarding within the Local Authority and who is the lead agency in establishing the LSAB.

7.5. The Deputy Chair is the Statutory Director of Adult Social Services. The Statutory Director of Social Services has specific responsibilities, under the statutory guidance for:

- Maintaining a clear organisational and operational focus on Safeguarding Adults
- Ensuring relevant statutory requirements and other national standards are met
- Encouraging a culture of vigilance against the possibility of adult abuse
- Ensuring all services remain focused appropriately on safeguarding of adults
- Promoting equality of opportunity and eliminating discrimination in respect of adult social care services.

7.6. Either the Chair or Deputy Chair must be present at any meeting.

## **8. Membership**

- 8.1. The membership of the Luton SAB and the subgroups will be drawn from each of the relevant statutory and partner agencies responsible for safeguarding adults.
- 8.2. Members of the Luton SAB will need to be individuals with strategic responsibilities for safeguarding and promoting the welfare of adults and young people within their organisations and able to establish clear arrangements for communicating the decisions of the Luton SAB to their organisation.
- 8.3. Members must be able to:
  - Speak for their organisation with authority
  - Commit their organisation on policy and practice matters
  - Hold their organisation to account
  - Collate management information to demonstrate effectiveness
- 8.4. The role description for members is located in Appendix 1.
- 8.5. A register of attendance will be kept and will form part of the Annual Report.
- 8.6. Professional advisors may be invited to attend meetings in a consultative capacity where this will assist the Board in its work.
- 8.7. Each partner agency has its own accountability and governance arrangements and has specific responsibility for ensuring their services and functions are discharged with regard to the need to safeguard and promote the independence, health and well-being of adults who may be at risk of abuse.
- 8.8. Partner agencies are committed to working in partnership to ensure effective safeguarding of adults in Luton. Each partner agency understands the benefits of holding each other to account and agrees to be:
  - Mutually accountable for the effectiveness of the Board and of safeguarding practice in the Borough; and
  - Open to scrutiny and challenge from other partners in their agency's work of safeguarding adults.

## **9. Funding Partners**

- 9.1. The three statutory partners agree to resource the Board according to an agreed formula. This is proposed to move to a more equitable split subject to funding partner approval and annual reviews. The Board will publish its agreed budget in the annual report and monitor expenditure against the budget throughout the year. The Board is accountable to the funding partners for its use of resources.

## **10. Tenure of Membership**

- 10.1. Membership will be reviewed annually commencing from first meeting of each financial year.
- 10.2. Individual members of constituent agencies may be replaced where necessary and written notice should be sent to the Chair of the Luton SAB.

## **11. Appointment of Independent Chair**

- 11.1. It is the responsibility of the Local Authority Chief Executive to appoint, monitor or remove the LSAB Independent Chair with the agreement of a panel which includes LSAB partner members. The Chief Executive and the Lead Member will hold the chair to account for the effective working of the LSAB in consultation with Board members.

## **12. Declaration of interests**

- 12.1. Board members are required to declare any personal interest that arises in the course of conducting Board's business and should declare this at the start of Board meetings. Board members who have declared a personal interest will be able to participate in the meeting at the discretion of the Chair.

## **13. Decision Making**

- 13.1. The Luton SAB will normally conduct business on a consensus basis. In exceptional circumstances and where the Chairperson decides a vote will be taken.
- 13.2. Each Agency must have procedures for considering reports from its representatives so as to identify any action necessary by the agency or the Luton Safeguarding Adults Board.

## **14. Quorum**

- 14.1. No business shall be transacted at a meeting unless representatives of the three core statutory members are present, namely the local authority, the police and the Integrated Care Board, in addition to the Independent Chair or the Deputy Chair. There should also be at least two other partner agencies represented to aid voting outcomes.

## **15. Records**

- 15.1. The minutes of the meeting will be entered as a permanent record and submitted for approval at the next meeting.

## **16. Subgroups**

16.1. The Luton SAB will establish subgroups to deliver the key objectives and functions of the Board.

16.2. The Luton SAB will review the structure, tasks and functions of its subgroups as appropriate and at least annually.

16.3. Subgroups will comprise representatives from the partner agencies of Luton SAB and any other such representation as is deemed necessary to complete work plans.

16.4. Review and Amendments to the Memorandum of Understanding

16.5. This memorandum will be reviewed annually at the last Luton SAB meeting of the financial year.

## **Appendix 1**

### **Role description for all Luton Safeguarding Adults Board (LSAB) members**

#### **1.0 Role Purpose**

- 1.1 To provide an agency's or specific professional's expertise to the LSAB.
- 1.2 To be the accountable representative for that agency or professional group to the LSAB, and the LSAB to that agency or professional group.
- 1.3 To share responsibility with other members of the LSAB to work together as an inter-agency partnership to safeguard and promote the welfare of adults.
- 1.4 To oversee the implementation, monitoring, evaluation and development of the Luton Multi-Agency Safeguarding Adults Policy and Procedures.

#### **2.0 Role Objective**

- 2.1 To maintain a clear single and multi-agency focus on safeguarding and promoting the welfare of adults and to ensure issues of diversity are fully considered and addressed and the statutory functions of the SAB are met.

#### **3.0 Role Responsibilities**

- 3.1 To attend a minimum of 75% of the LSAB meetings per annum and to maintain proactive engagement in the work of the LSAB. To provide a suitable replacement, if unable to attend.
- 3.2 To ensure agency resourcing /financial contribution to fund the functioning of the Board is adequate and appropriate and in line with this Memorandum of understanding.
- 3.3 To ensure decisions with regard to safeguarding made by the LSAB are enacted within own agency.
- 3.4 To represent their agency from a strategic standpoint.
- 3.5 To field appropriate agency representatives to work on LSAB sub-committees and to ensure a minimum of 75% attendance.
- 3.6 To participate in the development and delivery of an action plan outlining future work programmes, services and resources required.

#### **4.0 Role Content**

- 4.1 To attend meetings as required.
- 4.2 To prepare for meeting by reading minutes and associated papers.
- 4.3 To have actioned any areas agreed at the previous meeting.
- 4.4 To take a lead role for safeguarding adults within the representing agency.
- 4.5 To discuss issues relevant to LSAB business within the agency and be prepared to contribute from the agency standpoint.
- 4.6 To disseminate information within own organisation following the meeting.

- 4.7 To provide information within the agency, increase awareness of the role and responsibilities of the LSAB, and ensure the agency adheres to these.
- 4.8 To provide agency specific information to LSAB as required.
- 4.9 To meet deadlines as agreed by the LSAB.
- 4.10 To accept shared responsibilities for the satisfactory completion of the LSAB Annual Report, by undertaking tasks as appropriate, including participation in working groups.
- 4.11 To ensure agency resources are made available for Safeguarding Adult Reviews as required; including Individual Management Reviews being completed in full within the set timescales by a person of sufficient seniority.
- 4.12 To take back into their own agency/organisation policy issues and developments and ensure that processes are in place for implementation.
- 4.13 To contribute to the development of policy on behalf of their agency/organisation.
- 4.14 To establish an effective system for being briefed by their agency about safeguarding matters.
- 4.15 To establish a process for how decisions taken at LSAB are fed into their agency/organisations.
- 4.16 To participate (or field staff to participate) in one or more of the sub-committees of the LSAB.
- 4.17 To respect confidentiality of information provided by constituent agencies of LSAB.
- 4.18 To be the named agency contact for all matters relating to the LSAB and to respond to any correspondence directed appropriately from or via LSAB.
- 4.19 To represent the LSAB at meetings of the representing agency.
- 4.20 To provide professional advice and support to the LSAB members as required.
- 4.21 To contribute to the board development away days/seminars/conferences.
- 4.22 To ensure that information about the multi-agency policies and procedures is disseminated to their own and related agencies.
- 4.23 To be jointly responsible for the implementation, endorsement, monitoring, evaluation and development of the multi-agency Luton Safeguarding Adults Policy and Procedures.
- 4.24 To ensure that multi-agency training/staff development is commissioned and delivered in a timely and effective way.



## **Appendix 2**

**The Care Act Guidance states that Boards should assure themselves that it has the involvement of all partners necessary to effectively carry out its statutory functions:**

- Independent Chair
- Deputy Chair
- Elected Member

### **Statutory members:**

- Bedfordshire Police – Detective Chief Superintendent, Head of Crime Command and Public Protection Unit
- Bedfordshire, Luton and Milton Keynes Integrated Care Board – Deputy Chief Nurse Director of Nursing Safeguarding and Vulnerabilities
- Luton Borough Council – Director of Adult Services

### **Relevant Agency Members**

- Bedfordshire Fire and Rescue Service
- Bedfordshire Hospitals Trust
- Borderforce
- Cambridgeshire Community Services
- Department of Work and Pensions
- East London Foundation Trust
- East of England Ambulance Service
- HealthWatch
- Hertfordshire Unity Trust (HUC)
- Luton Borough Council – Adult Social Care – Strategic Safeguarding Integration Manager
- Luton Borough Council – Adult Social Care: Head of Service Safeguarding and Quality Assurance
- Luton Borough Council – Lead Member Adult Social Care
- Luton Safeguarding Children Partnership
- National Probation Service
- Representatives of housing providers; housing support providers

### **Professional Advisors**

- LSAB/LSCP Strategic Business Manager
- Luton Borough Council – Service Manager Safeguarding and Quality Assurance
- Luton Borough Council – Strategic Safeguarding Integration Manager
- Luton Borough Council Finance Team
- Luton Borough Council Legal Team

### **Appendix 3:**

The Care Act 2014 states that

1. Each local authority must establish a Safeguarding Adults Board (an “SAB”) for its area.
2. The objective of an SAB is to help and protect adults in its area in cases of the kind described in section 42(1).
3. The way in which an SAB must seek to achieve its objective is by co-ordinating and ensuring the effectiveness of what each of its members does.
4. An SAB may do anything which appears to it to be necessary or desirable for the purpose of achieving its objective.
5. Schedule 2 (which includes provision about the membership, funding and other resources, strategy and annual report of an SAB) has effect.
6. Where two or more local authorities exercise their respective duties under subsection (1) by establishing an SAB for their combined area—
  - (a) a reference in this section, section 44 or Schedule 2 to the authority establishing the SAB is to be read as a reference to the authorities establishing it, and
  - (b) a reference in this section, that section or that Schedule to the SAB’s area is to be read as a reference to the combined area.

## **Appendix 4**

### **Luton Safeguarding Adults Board Sub-Groups**

The LSAB will establish Subgroups and Task & Finish groups annually with a clear mandate to meet its stated objectives and report back to the Board as determined by the respective terms of reference, as approved by the Board. In the main the follow subgroup will operate:

- 1) The Statutory Partners Chairs Safeguarding Assurance Meeting (SPCSA) will act as the executive of the Board and will address reserve matters such as funding, risk and prevention issues. It is chaired by LBC Chief Executive and attended by the Director Adult Social Care, BLMK ICB Deputy Chief Nurse and Bedfordshire Police DCS Head of Crime and Public Protection.
- 2) Luton Joint Case Review Group (JCRG) Panel and chaired by the LSAB Independent Chair.
- 3) Luton Joint Quality Assurance and Learning Group (JQAL) and jointly chaired by the LSAB Independent Chair and LBC CSC Head of Safeguarding and Quality Assurance.
- 4) LSAB Critical Adults Safeguarding Panel Partnership Arrangements (CASPA) chaired by Adult Social Care.
- 5) LSAB Multi-Agency Audit Group is chaired by the LBC ASC Strategic Safeguarding and Integration Manager, deputy chair ELFT Named Professional Adult Safeguarding.
- 6) LSAB Scrutiny & Performance Task and Finish Group is chaired by Cambridgeshire Community Services, Associate Director of Safeguarding.
- 7) Pan Bedfordshire Steering Group which will develop and establish multi-agency policies, procedures training and learning in relation to safeguarding across all organisations, is chaired by National Probation Service.

### **Subgroup Members**

Each sub-group is accountable to the Board through the subgroup chair, who attends the Board. Individual members of sub-groups are responsible for keeping their partner organisation, including the partner organisation's Board member and deputy, informed about the work of the sub-group.

## **Appendix 5**

### **Board Forward Work Plan**

The work of the Board and its sub-groups will be agreed as part of the preparation of an annual Forward / Business Plan and reviewed as part of the Annual Report. Any recommendations for action that are made as the result of learning from practice or following a safeguarding adult review will be incorporated into work plans as a matter of priority. Partner agencies will contribute to action planning to meet such recommendations, and the Board will agree and monitor achievement of the action plans.

## **Appendix 6: Coordination and Support**

The Luton Borough Council Safeguarding Adults Team will provide coordination and support for the board meetings through the Business Manager role.

## **Appendix 7. Accountability Meetings with the Chief Executive of the Local Authority**

To ensure the effective and transparent reporting and accountability arrangements between the Chief Executive and the work of the Luton Safeguarding Adults Board, the Chief Executive will hold scheduled accountability meetings with the Chair, the Director of Social Services and the Chair of the Safeguarding Adults Board, with appropriate provision for the involvement of the Executive Member within the Council with political leadership responsibility for safeguarding adults.

## **Appendix 8 Meetings between Chair of LSAB, the Strategic Safeguarding Manager and Business Manager**

These will be held at least quarterly, and more frequently when required to discuss and set agendas for LSAB meetings, and to progress the work of the Board.

# Luton Safeguarding Adults Board



## Terms of Reference

1.	<b>Title</b>	Luton Safeguarding Adults Board
2.	<b>Accountable to:</b>	LBC Chief Executive
3.	<b>How is accountability demonstrated?</b>	<ul style="list-style-type: none"> <li>• Independent Chair updates the LBC Chief Executive of activities of this group.</li> <li>• Attendance at and presents the Annual Report to Health and Wellbeing Board</li> <li>• Attendance at and presents the Annual Report to relevant Health and Social Care Overview and scrutiny Committees</li> </ul>
4.	<b>Purpose of the Board</b>	<p>The Luton Safeguarding Adults Board represents a statutory partnership of multi-agency partner organisations with the responsibility for safeguarding adults from abuse and neglect in accordance with the requirements of Section 6(7) of the Care Act 2014</p> <p>The overall purpose and role of the board and its member organisations are detailed further within the Board's vision and strategic Plan.</p>
5.	<b>Objectives</b>	<b>Details</b>
5.1	To adhere and promote the safeguarding principles enshrined in the Care Act 2014	<p>To safeguard adults whose circumstances make them at risk of abuse or harm by developing positive and enabling service cultures, that fosters safeguarding leadership and empowerment of service users.</p> <p>To ensure that all service and safeguarding interventions are person centred, based on the concepts of empowerment, prevention, proportionality, protection, partnership and accountability.</p> <p>To continually improve the effectiveness of service response to situations of alleged abuse through monitoring, audit and evaluation.</p>

5.	Objectives	Details
5.2	Comply with the legal duties under the Care act 2014 by:	<p>All partner organisations to undertake Section 42 Enquiries as required Safeguarding Adult Team responsible for triaging concerns received in accordance with the Care Act 2014</p> <p>Monitor and quality assure safeguarding training and development to ensure quality.</p> <p>Publish a strategic plan in consultation with Healthwatch and the local community.</p> <p>Publish an annual report that must clearly state what both the LSAB and its members have done to deliver the annual and strategic objectives of the board.</p> <p>The annual report must provide information about any safeguarding adult Reviews that the LSAB have arranged which are ongoing or have reported in the year regardless if they commenced in that year).</p> <p>The annual report must set out how the LSAB is monitoring progress against its policies and intentions to deliver its strategic plan.</p>
5.3	Deliver national and locally agreed policies, priorities, standards, best practice and all relevant expected outcomes.	<p>To promote an outcomes based approach in safeguarding adults which results in people's own decision making being central to any action taken or enquiry made.</p> <p>Identify types of circumstances giving grounds for concern and when they should be considered as a referral to the local authority as an enquiry.</p> <p>Formulate guidance about the arrangements for managing adult safeguarding and dealing with complaints, grievances and professional and administrative malpractice in relation to safeguarding adults.</p> <p>Develop preventative strategies that aim to reduce instances of abuse and neglect in Luton.</p> <p>Ensure that all safeguarding practices and activities across the partnership are maintain in accordance with the Equality Act 2010.</p>



5.	Objectives	Details
		<p>Monitor delivery and performance against agreed plans, priorities and best practice standards as set out the Care Act 2014.</p> <p>Establish a Quality Assurance and Performance framework in order to hold partners to account and gain assurance of the effectiveness of the partnership arrangements.</p> <p>Determine arrangements for peer review and self-audit.</p> <p>Provide for robust quality assurance, evaluation and scrutiny linked to the commissioning and provision of competency-based workforce training and development,</p>
5.4	Promotion of Learning and Development	<p>Ensure that safeguarding adult training is available and of a multiagency type where appropriate.</p> <p>Agree how training is delivered, monitored and reviewed for its impact and effectiveness in preventing abuse; awareness raising of what constitutes abuse and ensuring that all issues of diversity and equality are included.</p>
5.5	To demonstrate effectiveness in adult safeguarding in Luton at both operational and strategic levels across the partnership.	To implement all improvement actions required as agreed within SARs, other learning reviews, Annual Report, Development Day, and in line with best practice.

6	<p><b>Membership</b></p> <p><b>Statutory members:</b></p> <ul style="list-style-type: none"> <li>• Bedfordshire Police – Detective Chief Superintendent, Head of Crime Command and Public Protection Unit</li> <li>• Bedfordshire, Luton and Milton Keynes Integrated Care Board – Deputy Chief Nurse Director of Nursing Safeguarding and Vulnerabilities</li> <li>• Luton Borough Council – Director of Adult Services</li> </ul> <p><b>Relevant Agency Members</b></p> <ul style="list-style-type: none"> <li>• Bedfordshire Fire and Rescue Service</li> <li>• Bedfordshire Hospitals Trust</li> </ul>
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	<ul style="list-style-type: none"> <li>• Borderforce</li> <li>• Cambridgeshire Community Services</li> <li>• Department of Work and Pensions</li> <li>• East London Foundation Trust</li> <li>• East of England Ambulance Service</li> <li>• HealthWatch</li> <li>• Hertfordshire Unity Trust (HUC)</li> <li>• Luton Borough Council – Adult Social Care: Head of Service Safeguarding and Quality Assurance</li> <li>• Luton Borough Council – Adult Social Care: Strategic Safeguarding Integration Manager</li> <li>• Luton Borough Council – Lead Member for Adult Social Care</li> <li>• Luton Safeguarding Children Partnership</li> <li>• National Probation Service</li> <li>• Representatives of housing providers; housing support providers</li> </ul> <p><b>Professional Advisors</b></p> <ul style="list-style-type: none"> <li>• LSAB/LSCP Strategic Business Manager</li> <li>• Luton Borough Council – Head of Service Safeguarding and Quality Assurance</li> <li>• Luton Borough Council – Strategic Safeguarding Integration Manager</li> <li>• Luton Borough Council Finance Team</li> <li>• Luton Borough Council Legal Team</li> </ul>
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7	<b>Chair of the Board</b>	Natalie Caton
	<b>Deputy Chair of the Board</b>	Jill Britton

8	<b>Minutes of Meetings &amp; Agendas</b>	<p>Agenda and papers to be sent at least five working days prior to meetings</p> <p>Minutes to be typed up within one working week of meeting.</p> <p>Minutes to be agreed by Chair prior to circulation Minutes to be circulated four weeks maximum following meeting.</p>
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9	<b>Attendance</b>	The board expects each partner organisation to nominate a senior officer with executive accountability for safeguarding in the organisation to be a board member. A register of attendance will be kept, and published in the annual report.
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		Members must ensure that in their absence, a suitable representative attends.
10	<b>Reports from and to</b>	Partners will be expected to provide reports to the LSAB using the agreed report template and headings The LSAB will need to ensure that it has mechanisms in place for capturing feedback from the local community and in particular services users of safeguarding adult services
11	<b>Confidentiality</b>	Meetings will be held in private.
12	<b>Voting Rights</b>	No business shall be transacted at a meeting unless at least three core members are present, representing at least three agencies, which must include the Chair or the Deputy Chair.
13	<b>Amendments to Terms of Reference</b>	To be proposed and agreed by Board quorum in consultation with full membership of the Board.
14	<b>Disputes</b>	<p>Disputes between Board members will be referred to the LSAB Independent Chair who will arrange a meeting between parties to assist to resolve the dispute. If this is not successful an independent mediator will be appointed by the Chair. If no resolution is still found then the LSAB Chair can refer to the Chartered Institute of Arbitrators for appointment of an arbitrator. Any costs incurred will be the responsibility of the parties involved in the dispute.</p> <p>If there is a dispute between the Independent Chair and a Board partner or any other Board, the same route for dispute resolution will apply.</p> <p>The LSAB can require a person or a body to comply with a request for information. This should only take place when the information is essential to carrying out the Board's statutory functions. All requests for such information must be necessary and proportionate to the reasons for the request.</p>
15	<b>Complaints</b>	All complaints from members of the public in relation to any function of a member organisation,

		<p>shall be referred to that partner's own organisational complaints procedure.</p> <p>All complaints from members of the public in relation the performance of the Board will be referred to the Local Authority's customer service department as the lead agency in establishing the board. Where resolution is not achieved the complaint can refer the complaint to the Local Government Organisation.</p>
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16	<b>Non Compliance</b>	<p>The LSAB will set out its work in its Business Plan. Membership of the Board conveys an understanding and agreement, of the partners commitment to fulfil their obligations to safeguard and promote the welfare and protection of adults who may be at risk of abuse.</p> <p>Where partners do not comply with their safeguarding adult responsibilities, this will be referred to the Independent Chair of the LSAB who will investigate. Satisfactory resolution will be sought through discussion with the representative of the agency concerned. Where a satisfactory resolution is not reached, the matter will be referred by the Independent Chair to the relevant chief officer, regulator or government department.</p>
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17	<b>Freedom of Information Requests</b>	<p>The FOI Act 2000 grants the public a right of access to information held by public bodies. SABs are not listed as public authorities under Schedule 1 of the FOI Act. Any request for information will be addressed via each member organisation's own procedures in accordance with the Freedom of Information Act 2000 and the Data Protection Act 2018. Member organisations will ensure that their information officers work in collaboration to address the request in the spirit of the legislation.</p>
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18	<b>LSAB Subgroups</b>	<p>The LSAB delegates power to its subgroups to carry out work related to the Boards business plan; undertake consultation as appropriate; make decisions on work related to the Board where authority has been specifically delegated by the Board; investigate a particular issue; publish material on behalf of the Board; prepare a response to consultation matters on behalf of the</p>
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		Board, discharge any functions delegated to it from the Board.
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## Signatory Page

### Luton Safeguarding Adults Memorandum of Understanding Date

Partner Agency	Name of Signatory	Signature	Date of Signing
<b>Independent Chair</b>	Alan Caton		24 March 2025
<b>Luton Borough Council</b>	Jill Britton		24 March 2025
<b>Bedfordshire, Luton and Milton Keynes Integrated Care Board</b>	Simon Hardcastle-Waugh		24 March 2025
<b>Bedfordshire Police</b>	DCS Zara Brown		24 March 2025