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P Robinson  
Chief Executive Officer  
Worcestershire County Council  
County Hall  
Spetchley Road  
Worcester  
WR5 2NP

15 August 2018

Dear Mr Robinson

**Ref Cardon Banfield Deceased - Safeguarding & 'Outreach' services for the Homeless**

I am writing to you on behalf of the Board of Healthwatch Worcestershire in connection with the death of Cardon Banfield.

As you are aware, following the death of Cardon Banfield in Worcester on a date between March and July 2016, Healthwatch Worcestershire has been making enquiries into the safeguarding arrangements for homeless people with a view to presenting a report with recommendations in due course to the County Council as to how that service might be improved. To date our enquires have focussed on how the safeguarding process has been applied by the former and current independent Chairs of Worcestershire's Adult Safeguarding Board, with emphasis on their decision not to undertake a Safeguarding Adult Review.

In January 2018 the Chair of Worcestershire's Adult Safeguarding Board informed Healthwatch Worcestershire that Worcester City Council had committed to undertaking an independent enquiry into the death of Cardon Banfield as a rough sleeper using guidance provided by Homeless Link. In May 2018 Worcester City Council published the independent review report which was considered at a public meeting of the Healthwatch Worcestershire Board on 13 July 2018.

We understand that 'out-reach' services for the homeless/rough sleepers in Worcestershire are commissioned by Worcester City Council on behalf of the County Council; that prior to 1 April 2016 the service was funded by the Adult Social Care Directorate, and that after 1 April 2016, when the service was recommissioned to a new provider, it was funded by the Public Health Directorate.

In considering the review report the Board of Healthwatch Worcestershire Board noted that, whilst the terms of reference of the review specifically excluded an 'analysis of any procurement process and decisions to commission and/or decommission homelessness services', Section 10 of the review report identifies a number of issues of concern about the recommissioning of the service in April 2016 and the transfer of responsibilities between the outgoing and incoming providers. Given that the review reported that Cardon Banfield was known to have accessed a service on 16 March 2016 our enquiry into homeless services is focused on the period following that date.



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In view of the local Healthwatch responsibility to enable local people to monitor the quality of service provision please could you provide Healthwatch Worcestershire's Board with assurance in relation to the following issues:

- that the services referred to in the review report were commissioned to a standard that satisfied the requirements of the County Council, including:
  - whether a risk assessment was made in relation to the decommissioning and recommissioning of the service.
  - that there was a plan for the handover of the service which included the mitigation of any identified risks, to ensure continuity of the service, and that the plan was complied with.
- that the new service was in place and effective from 1 April 2016, and
- that the contract for the 'new' service is delivering effective outcomes for the homeless.

The Board of Healthwatch Worcestershire would be obliged to receive your response to this enquiry by 7 September so that it can be considered at the Board's public meeting on 14 September. If this time scale presents a problem or you wish to discuss this request please contact Simon Adams, our Chief Operating Officer [DDI 01386 565954, email [simonadams@healthwatchworcestershire.co.uk](mailto:simonadams@healthwatchworcestershire.co.uk) ]

I look forward to receiving your response in due course.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'J Taylor', written over a light blue rectangular background.

J Taylor  
Director  
Healthwatch Worcestershire