



# **Swindon Safeguarding Adults Board**

## **Business Plan**

**2014-16**

**Aims & Objectives of the SAB:** The main purpose of the Swindon Local Safeguarding Adults Board (LSAB) is to promote inter-agency cooperation at all levels of safeguarding adults work. In order to protect adults at risk from suffering harm and abuse it is essential that all partners and stakeholders work closely together to develop policies and processes that result in timely and robust inter-agency responses. The LSAB oversees this partnership approach by working strategically to consider, direct, assure quality and monitor actions and initiatives which enhance and improve practice across all partner agencies.

The methods by which the LSAB aim to achieve their objectives are set out within the agreed terms of reference which are:

- ⇒ To ensure Swindon has an overarching strategy for safeguarding adults which ensures effective inter-agency work including information sharing to protect vulnerable people
- ⇒ To ensure appropriate policies and procedures are in place for all statutory, voluntary and private sector agencies working with vulnerable adults, in order to protect those adults from abuse
- ⇒ Ensure the production, maintenance and overview of overall policies and procedures in adult protection
- ⇒ Monitor the implementation within Swindon of government legislation and guidance in matters of safeguarding, vulnerability and abuse
- ⇒ Facilitate the learning from national and local experience and research and ensure any lessons learned are applied to practice and policy development
- ⇒ Maintain a commitment to working with other Local Safeguarding Adults Boards outside of Swindon particularly with Wiltshire
- ⇒ Hold partner agencies to account in enacting their overarching responsibilities in safeguarding adults.
- ⇒ Establish a clear quality assurance framework relevant to safeguarding.
- ⇒ Commission Serious Case Reviews, agree their recommendations and monitor progress of subsequent action plans.
- ⇒ Ensure effective arrangements are in place for planning inter-agency training based on clear needs assessments and regular evaluation
- ⇒ Promote awareness in the wider community of how to contribute to the safeguarding of adults at risk (vulnerable adults)
- ⇒ Commission and publish an annual report that accounts for the way in which the policies, procedures and protocols are working for the benefit of vulnerable adults in Swindon
- ⇒ Commission and receive regular reports from the Operational Management Group. Where appropriate receive direct reports from individual working groups or sub groups and respond as appropriate.

**Business Planning:** The purpose of this business plan is to illustrate the vision that has been agreed and to demonstrate how all relevant stakeholders will participate in achieving the goals required to make the vision a reality.

The business plan will assist the LSAB to support, monitor and review what partner agencies do individually and collectively to fulfil their safeguarding duties.

In order to assure good oversight and continuity of working, the LSAB have identified actions in line with the five domains and associated outcome measures within the South West Self Assessment Quality & Performance Framework for Adult Safeguarding. The framework has been developed in partnership with the Strategic Health Authority and approved by the South West ADASS Safeguarding Adults Advisory Group which has health, social care, CQC and police representation.

The Quality & Performance Framework Domains and Outcome Measure are:

**1. Prevention & Early Intervention**

Outcome: a pro-active approach reduces risks and promotes safe services whilst ensuring independence, choice and control.

**2. Responsibility & Accountability**

Outcome: There is a multi-agency approach for people who need safeguarding support

**3. Access & Involvement**

Outcome; People are aware of what to do if they suspect or experience abuse

Outcome: Local practice and the commissioning of services and support are informed by feedback and satisfaction levels of those who have had experience of the safeguarding process

**4. Responding to Abuse & Neglect**

Outcome: People in need of safeguarding support feel safer and further harm is prevented

**5. Training & Professional Development**

Outcome: Staff are aware of policies & procedures, their practice safeguards adults and promotes understanding of harm

The LSAB have agreed the appropriate actions within these domains which best address local needs and priorities. The priority areas for the coming year/s are:

**Prevention & Early Intervention**

Review the suspensions of placements policy in view of changes to inspection processes carried out by the Care Quality Commission.

Ensure safeguarding is a key consideration in the tendering and procurement process during the commissioning of all services.

During the process of monitoring contracts with relevant service providers, quality and performance regarding safeguarding adults is evaluated in line with whether their role would be to ensure abuse of adults at risk is prevented, reported or investigated.

Service user feedback and involvement with regards to safeguarding is part of a wider commissioning framework while developing the relationship with voluntary organisations.

Lessons learnt following case reviews, adult protection cases, clinical audits and incident requiring investigation are reported and fed into policy and practice development.

A comprehensive review of the Policy and Procedures for safeguarding vulnerable adults is under taken to incorporate national and regional guidance that may include preventions and early intervention processes.

Improvements in data collection and reporting are required and there is a need to continue to consider IT systems that will manage this on a daily basis rather than relying on a paper based system.

Establish a process to include Adult Safeguarding Manager in routine monitoring visits to Hospitals in Swindon.

## **Responsibility & Accountability**

Changes to the LSAB take place in line with any Government legislation that will put safeguarding boards on a statutory footing.

The LSAB continues to consider ways to provide resources for Safeguarding Adults to ensure that it meets its obligations.

The Policy and Procedures for safeguarding adults at risk are reviewed in line with national and regional guidance.

Continue to develop ways to judge the effectiveness of safeguarding processes and implement the Regional Self -Assessment Quality and Performance Framework for Adult Safeguarding.

## **Access & Involvement**

The service user forum has been established and the chair (a disability expert) is working on widening the involvement to a wider group of service users.

With colleague is Wiltshire Council, agree and publish the "what happens next" (following a safeguarding alert) leaflet once the policy and procedures has been reviewed.

The South West Service User involvement Protocol is implemented, with particular regards to those who have or may be experiencing harm being able to appropriately participate in their safeguarding processes.

## **Responding to Abuse & Neglect**

All health and social care teams respond to alerts appropriately and coordinate the investigations where abuse has been alleged in line with local procedures and to ensure this requirement is included in agreements with the new social enterprise.

The LSAB reviews and strengthens its sub groups ensuring there is involvement from relevant staff from relevant agencies.

The resources and the support required to ensure effective safeguarding arrangements are in place either within teams or to support the work of the LSAB and head of safeguarding is monitored.

Within the monitoring, performance and review of service level agreements, continue to ensure appropriate response to safeguarding alerts within SEQOL and AWP

There is a need to ensure that the safeguarding process includes the alleged victim wherever appropriate. Swindon LSAB has participated in the National Programme “Making Safeguarding Personal”. The work highlighted by this project needs to continue.

## **Training & Professional Development**

Establish a safeguarding support forum for trainers who deliver safeguarding to service provides and revise the terms of reference for the training sub group.

Develop the awareness of relevant legal issues among staff managing safeguarding alerts and for those acting as investigating officers. .

Continue the implementation of the National Capability Framework on Safeguarding and promote and monitor its use with all providers of services

## Section 1 – Actions, Timescales and Lead Responsibility

Outcome 1. Prevention & Early Intervention			
Outcome: a pro-active approach reduces risks and promotes safe services whilst ensuring independence, choice and control.			
Key Objectives	Actions required to address / meet the objective	How, Who and When	Desired Outputs
1.1 All contracts to include adult safeguarding	<ul style="list-style-type: none"> <li>Ensure safeguarding is a key consideration in the tendering and procurement process during the commissioning of all services. Operational Group: Each agency to provide statements contained within standard contracts</li> <li>Monitor compliance to safeguarding elements at all levels to ensure existing guidance is implemented</li> </ul>	<p>All Commissioners Adult services CCG Housing Police?</p>	<p>Safeguarding Adults will be embedded within all organisations planning, resource allocation and service delivery.</p>
1.2 Achieve sign up and commitment from all partner agencies and provider services to prevent and react to harm	<ul style="list-style-type: none"> <li>Operational Group to have regular reports of overall outcomes of monitoring visits</li> <li>Establish programme of “walkabout” sessions at GWHG involving Adults Safeguarding manager and other relevant personnel</li> <li>Identify what reports are necessary; specify a cycle of reporting, monitoring arrangements and a reactive strategy when risks are identified.</li> <li>Review the suspensions of placements policy in line with CQC changes</li> </ul>	<p>Date: from 1<sup>st</sup> April 2014 (SBC Commissioning) Gill May (GM)</p> <p>Operational Group</p> <p>Elaine Turner (ET) and Doug Bale (DB) By end May 2014</p>	<p>To establish how we know when things are going right or going wrong and developing improvement plans</p> <p>To provide framework to base decision making process when placements should not be made in care</p>

<p>1.3 Review Multi Agency Policy &amp; Procedures</p>	<p>Police and Procedures are reviewed and revised in line with national policy and any changes in legislation (Expected April 2015)</p> <p>Consider impact of regional guidance thresholds when available on local policy &amp; procedures</p>	<p>DB and Policy and Procedures Sub Group as required and once guidance is issued.</p>	<p>services</p> <p>Local policy reflects latest national policy</p>
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**Outcome 2. Responsibility & Accountability**

Outcome: There is a multi-agency approach for people who need safeguarding support

Key Objectives	Actions required to address / meet the objective	How, Who and When	Desired outputs
2.1 Develop a Business Planning process	<ul style="list-style-type: none"><li>▪ Work plan for the LSAB to be updated and agreed for 12 months and presented to the LSAB</li></ul>	Operational Group in liaison with Mike Howard July 2014	There is more structure with agendas and forward planning of the board.
2.2 Statutory responsibilities are met	<ul style="list-style-type: none"><li>• Develop a safeguarding strategy in line with proposed government legislation`</li><li>▪ The LSAB reflect any changes in government policy</li><li>▪ Review membership of LSAB and consider greater representation from voluntary organisations and private sector, possibly via the provider forum.</li></ul>	DB Mike Howard (Ops group and LSAB) once guidance is issued	The LASB functions in accordance with legislation and good practice.
2.3 LSAB take a leadership role	<ul style="list-style-type: none"><li>▪ Develop and extend the use of the Q&amp;P framework self-assessment across LSAB Partner Agencies using revised framework issued by South West Association of Directors of Adult Services.</li><li>▪ Action as appropriate the recommendations included in the SBC Internal Audit of Safeguarding Adults.</li></ul>	DB & Mike Howard (once framework issued)	All partner organisation demonstrate accountability and include planned actions from the self-assessment in yearly reports to the board.



**Outcome 3. Access & Involvement**

Outcome: People are aware of what to do if they suspect or experience abuse

Outcome: Local practice and the commissioning of services and support are informed by feedback and satisfaction levels of those who have had experience of the safeguarding process

Key Objective	Actions required to address / meet the objective	How, Who and When?	Desired Outputs
3.1 An overarching information and publicity strategy	<ul style="list-style-type: none"> <li>Continue involvement within the Awareness and Engagement Sub Group in collaboration with the LSCB,</li> <li>Children and Adult safeguarding awareness to be delivered to key groups in Swindon</li> <li>Complete and publish the "Swindon Guide" (a pack for service users who are involved in their safeguarding process.</li> </ul>	Who: Doug Bale/ Steph McQuade/ Chair  Date:TBA	LSAB is informed on the level of public awareness  Specific and hard to reach groups are targeted
3.2 Embed feedback mechanisms into the safeguarding adults process	<ul style="list-style-type: none"> <li>Take any opportunities to join public events where safeguarding work can be publicised or discussed.</li> </ul>	DB  LSAB	
3.3 Greater involvement of people who use services	<ul style="list-style-type: none"> <li>Increase membership of the Service User Forum</li> <li>Establish a method of collecting qualitative feedback that is independent from the teams investigating cases</li> <li>Regular auditing of practice records with reports to the LSAB on audits and service user feedback</li> <li>Making safeguarding personal is implemented in all areas managing safeguarding alerts</li> </ul>	Chair of Service User forum & DB  DB  SEQOL AWP LSAB	The voice of Experts by Experience is heard and fed into the QA process and LSAB plans

**Outcome 4. Responding to Abuse & Neglect**

Outcome: People in need of safeguarding support feel safer and further harm is prevented

Key Objective	Actions required to address / meet the objective	How, Who and When	Desired Outputs
4.1 All Partners understand their roles and responsibilities	<ul style="list-style-type: none"><li>▪ Expectations of Partner agencies to be clarified via ToR, sign up to LSAB, and agreement of Business Plan.</li><li>▪ Review sub-groups and ensure all partner agencies participate in these and the Operational Group.</li><li>▪ Each organisation is asked to give a verbal account to the LSAB of their role with regards to safeguarding adults yearly (at a board meeting and within the annual report)</li></ul>	Who: Operational Managers group, LSAB chair  Date: From April 2014  Rolling programme at LSAB	All Partners are aware of the meaning and importance of adult safeguarding within their organisation and can be held to account regarding their involvement in safeguarding.
4.2 There is a clear understanding of roles and responsibilities for coordinators and investigators in the new organisations.	<ul style="list-style-type: none"><li>▪ Re-launched Audit and Training sub-groups using similar work streams to those of the LSCB – and overseen by the Operational Group.</li><li>▪ Training is available to all Partner agencies</li><li>▪ Review the availability and effectiveness of note takers</li><li>▪ Review IT systems ability to record relevant activity</li><li>▪ Teams are reminded to use IMCAs where appropriate</li></ul>		There is a robust operational response by all coordinators and investigators in the new organisations.
4.3 The LSAB is adequately resourced	<ul style="list-style-type: none"><li>▪ Monitor the resources and support required to ensure effective safeguarding arrangements are in place within teams and to support the work of the LSAB and head of safeguarding. Also consider an appropriate process for funding Case Reviews</li></ul>		The LSAB will be able to meet its statutory requirements once legislation is finalised.

**Outcome 5. Training & Professional Development**

Outcome: Staff are aware of policies & procedures, their practice safeguards adults and promotes understanding of harm

Key Objective	Actions required to address / meet the objective	How, Who and When?	Desired Outputs
5.1 Quality assure and benchmark training activity	<ul style="list-style-type: none"><li>Review and revision of the Safeguarding Training Strategy.</li><li>Training providers to use the national competence framework, common induction standards to quality assure and monitor the outcomes of training</li><li>With the Care Skills Partnership training support forum to ensure all training is consistent with local policy Training Sub Group to agree an up-to-date terms of reference</li></ul>	Training sub group to ensure QA work is done with providers monitored on behalf of SAB  Who: Training Sub Group & DB  Date: From June 2014	All adults in Swindon are supported effectively in reducing and dealing with any instances of abuse.
5.2 People working with adults at risk achieve the required competences for their level of work	<ul style="list-style-type: none"><li>With the support of the Care Skills Partnership. Carry out an audit of training delivered by providers who do not access the Council's basic awareness training.</li><li>Resource training adequately to meet the need for all working with adults at risk to achieve the competences for their level of work</li></ul>		

## Section 2 - Progress Tracker for Business Plan Actions

<b>Outcome 1. Prevention &amp; Early Intervention</b>				
Outcome: a pro-active approach reduces risks and promotes safe services whilst ensuring independence, choice and control.				
<b>Key Objective</b>	<b>Actions</b>	<b>Progress</b>	<b>Comment</b>	<b>Status</b> [completed or RAG Score]
1.1				
1.2				
1.3				

**Outcome 2. Responsibility & Accountability**

Outcome: There is a multi-agency approach for people who need safeguarding support

<b>Key Objective</b>	<b>Actions</b>	<b>Progress</b>	<b>Comment</b>	<b>Status</b> [completed or RAG Score]
<b>2.1</b>				
<b>2.2</b>				
<b>2.3</b>				

**Outcome 3. Access & Involvement**

Outcome: People are aware of what to do if they suspect or experience abuse

Outcome: Local practice and the commissioning of services and support are informed by feedback and satisfaction levels of those who have had experience of the safeguarding process

<b>Key Objective</b>	<b>Actions</b>	<b>Progress</b>	<b>Comment</b>	<b>Status</b> [completed or RAG Score]
<b>3.1</b>				
<b>3.2</b>				
<b>3.3</b>				

**Outcome 4. Responding to Abuse & Neglect**

Outcome: People in need of safeguarding support feel safer and further harm is prevented

<b>Key Objective</b>	<b>Actions</b>	<b>Progress</b>	<b>Comment</b>	<b>Status</b> [completed or RAG Score]
<b>4.1</b>				
<b>4.2</b>				
<b>4.3</b>				

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**Outcome 5. Training & Professional Development**

Outcome: Staff are aware of policies & procedures, their practice safeguards adults and promotes understanding of harm

<b>Key Objective</b>	<b>Actions</b>	<b>Progress</b>	<b>Comment</b>	<b>Status</b> [completed or RAG Score]
<b>5.1</b>				
<b>5.2</b>				

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