

North East Lincolnshire Safeguarding Adults Board

Vision and Priorities 2014-2016

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1. Introduction

The North East Lincolnshire Safeguarding Adults Board (SAB) is a partnership of statutory and non-statutory agencies working together, with a shared vision, to safeguard adults at risk of abuse and to protect the rights of citizens under the Mental Capacity Act. The work of the partnership is led by the NE Lincs Safeguarding Adults Board and undertaken by a number of sub-groups on behalf of the Board.

This document sets out the Board's Vision and its Strategic Plan towards realising that vision. Each provides direction and continuity to the Annual Business Plan, ensuring that achievements of the Board are built upon each year and actions are focused on the Board's overall priorities and objectives.

Board's Vision – sets out the overall vision of the Board and the outcomes it wants to achieve for the citizens of North East Lincolnshire.

Strategic Plan – establishes Strategic Aims and Objectives 2014-2016 required to achieve the Board's Vision; providing direction and continuity to each year's Business Plan.

Annual Business Plan – provides a detailed plan of specific key tasks, supporting actions and target timescales required to achieve the Board's Strategic Plan.

Safeguarding adults practice evolves continuously from learning and developments locally, regionally, as well as from national developments in policy, legislation, serious case reviews and inquiries. Actions will be continually incorporated within each year's Business Plan to ensure the Board's business planning is up to date and responsive to such developments.

The Board's Annual Business Plan is detailed separately. Achievements against the Business Plan are described each year within the Annual Report. Both these documents can be located on the North East Lincolnshire Safeguarding Adults Board website www.focusadultsocialwork.co.uk/our-campaigns/safeguarding-adults.

2. Our Vision for Safeguarding Adults in North East Lincolnshire

The vision of the NE Lincs Safeguarding Adults Board is for our communities to be a place where:

“all the citizens of NE Lincs, live independent lives with their rights and wellbeing protected, in safety, free from abuse and the fear of abuse”

The vision is one where no one should have to tolerate or be exposed to abuse, neglect or exploitation.

This means that as a Board, we need to work throughout the partnership, and with local communities to:

- 1.Prevent abuse from happening
- 2.Identify and report abuse
- 3.End any abuse that is occurring
- 4.Support people who have suffered abuse to recover and to regain trust in those around them

Our vision is also spurred by the knowledge that some people lack the mental capacity to make particular decisions about their own safety, health or wellbeing. We must be single-minded in our efforts to ensure that people have the protection to which they are entitled. We must work together to promote knowledge, understanding and use of the Mental Capacity Act, Independent Mental Capacity Advocates (IMCAs) and Deprivation of Liberty Safeguards (DoLS) that protect the rights and interests of all the people the Board serves.

3. What is Safeguarding?

“Adult Safeguarding is the term that describes the function of protecting adults from abuse or neglect. This is an important shared priority of many public services and a key responsibility of local authorities.

Safeguarding relates to the need to protect certain people who may be in vulnerable circumstances. These are adults in need of care and support who may be at risk of abuse or neglect, due to the actions (or lack of action) of another person.

In these cases it is critical that local services work together to identify people at risk, and put in place interventions to help prevent abuse or neglect, and to protect people.” (*Care Act 2014*)

4. What is the North East Lincolnshire Safeguarding Adults Board?

NE Lincs Safeguarding Adults Board has membership from a wide-range of partners including: the Local Authority, Health Services, Police, Probation, Fire Service, and local community and voluntary sector organisations.

In line with the Care Act 2014, the NE Lincs Safeguarding Adults Board:

- Co-ordinates what is done by each person or agency represented on the Board for the purposes of safeguarding adults in NE Lincs;
- Ensures the effectiveness of what is done by each person or agency that contributes to safeguarding adults in NE Lincs.

The functions of the NE Lincs Safeguarding Adults Board are to:

- Work towards the prevention of abuse and neglect of vulnerable adults;
- Develop policy, procedures and thresholds in relation to the safety and welfare of adults;
- Communicate the need to safeguard vulnerable adults, raising awareness of how this can be done and encouraging people to do so;
- Provide learning and development opportunities to people who work or volunteer with vulnerable adults;
- Produce a strategic annual plan that outlines how the Board will achieve its vision and objectives and what each member will do to implement that strategy;
- Monitor and evaluate the effectiveness of what is done by the Board and its partners individually and collectively to safeguard vulnerable adults, including the publication of an annual report;
- Participate in service planning and commissioning of services for vulnerable adults;
- Undertake safeguarding adult reviews and advise on lessons that can be learned.

The commitment of the NE Lincs Safeguarding Adults Board gives a strong foundation to deliver its vision. Many partner organisations in NE Lincs have dedicated capacity/roles for safeguarding adults. This all helps to ensure that people know how to respond appropriately to concerns of abuse and neglect.

5. Strategic Aims and Principles

The Board's strategic aims reflect the vision, and provide direction to the development of safeguarding practice in NE Lincs. These strategic aims describe the values to be displayed by the Board in the course of meeting its objectives. Actions within the Board's business plan promotes one or more of these strategic aims.

The Board, through its practice and that of its sub-groups is committed to the following:

5.1. Empowerment

Supporting people to manage risk in their own lives with professionals working to support personal decision-making at each stage of the safeguarding adults procedures.

The Board will continue working towards supporting people to manage risk in their own lives, with professionals supporting their decision making at each stage of NE Lincs safeguarding adult's procedures.

This will be achieved by delivering self-defined outcomes for individuals subject to safeguarding adults procedures. There will be an emphasis on reducing focus on process and increasing the focus on the individual. The Board will also ensure that there is a greater public awareness of safeguarding adults, whilst also managing expectations.

We should protect people when they are unable to protect themselves but this should not be at the cost of people's right to make decisions about how they live their lives. We must ensure that we listen to people who are at risk of abuse and maintain a presumption of person-led decisions and informed consent which will allow us to clearly identify what it is they want to help them feel safe.

5.2 Protection

Individuals will have access to a service that is based on ADASS and SCIE best practice guidance and is compatible with the level of risk and need. Practitioners will be suitably equipped and have access to sufficient resources to meet the needs of safeguarding services to required standards.

The Board will continue working towards ensuring safeguarding adults procedures serve to respond to abuse or neglect and that decisions are made in line with the Mental Capacity Act.

This will be achieved by ensuring that there is a full range of policies, procedures and guidance in place that provide a framework within which partner organisations can work together effectively to respond to abuse and neglect. These policies, procedures and guidance will reflect emerging developments in national guidance and legislation as well as national, regional and local learning, and new approaches to safeguarding practice.

We want to make it easier for people to report abuse and make sure they receive a service that is in line with best practice based on Association of Directors of Adult Social Services (ADASS) standards and Social Care Institute for Excellence (SCIE) guidance when they do.

It is also important that concerns are addressed proportionately and in the right place and at the right time, with the least intrusive professional response appropriate to the risk presented. Working with agreed thresholds for reporting and risk management will be a priority area within this theme.

5.3 Prevention

Individuals will receive clear information about what abuse and neglect is, how to recognise the signs and what they can do to seek help and support. Our workforce will be suitably informed and competent to assess and respond to abuse and neglect and equipped to communicate effectively with vulnerable people about safeguarding processes.

The Board will continue working towards gaining assurance from all partner agencies that prevention is a core element in the delivery, commissioning and development of services. This includes providing appropriate information and training to their respective workforces on how to recognise and respond to abuse and neglect.

This will be achieved by ensuring the right people are recruited through safe recruitment mechanisms, that all staff receive appropriate training and that there are specialist safeguarding adults' staff from whom they can obtain advice and support. Maintenance of levels of safeguarding awareness and understanding delivered through training and communication strategies is essential in the current changing environment.

Treating people with dignity and making safeguarding everyone's responsibility not only extends to social care, health staff and those charged with public protection but also extends to the wider community as a whole; raising public awareness will be a key priority within this area.

5.4 Proportionality

The SAB is assured that regardless of who provides services, care or interventions – service users are confident that all provision and practice will be in their best interests and safeguarding interventions will be the least intrusive possible and are compliant with the procedures and standards set by the SAB.

The Board will continue working towards ensuring that safeguarding adults' policies, procedures and guidance are used in appropriate circumstances to inform a proportional response to the concerns being raised.

This will be achieved by ensuring safeguarding adults policies, procedures and guidance are clear and explicit about the definitions and thresholds for intervention and what the potential alternatives are if these thresholds are not met. The Board will also ensure that thresholds are consistently applied by all partner agencies.

5.5 Partnership

Individuals will be confident that professionals will work together in partnership to get

the best and safest outcomes for them. All service users will be confident that Information Sharing Protocols reflect the individual right to privacy and is used by all partners proportionate to preventing abuse and neglect and address safeguarding needs.

The Board will continue working towards developing joint working practices between and across organisations that promote coordinated, timely and effective responses for the individual at risk. The partnership aims to foster a “one team” approach that places the welfare of individuals before the “needs” of the system.

This will be achieved by ensuring the working relationships of partner agencies are sustained and developed at a strategic and operational level and links to wider networks or Boards are embedded. The board is the key partnership in providing collaborative leadership and direction in respect of safeguarding vulnerable adults but effective interfaces with children’s safeguarding boards, community safety partnerships and health and wellbeing boards are essential if prevention and protection is to work on a number of levels. Whilst arrangements are in place locally for partnership working, processes and procedures need testing and wider partnerships need developing that include local communities, service users and the independent and voluntary sectors. NE Lincs SAB will work in collaboration with the Humber Information Governance Group to enable the development of appropriate local information sharing protocols.

5.6 Accountability

Individuals will receive timely help, support and protection from the person or agency best placed to provide it.

The Board will continue working towards ensuring that the roles of all agencies and staff (and their lines of accountability) are clear and explicit. Agencies across the partnership will recognise their responsibilities to each other, act upon them and accept collective responsibility for safeguarding arrangements.

This will be achieved by using a framework to self-assess the work of the Board and partner agencies. The Board will improve the performance management information available on safeguarding adults and this will include feedback from individuals who have been subject to safeguarding adults procedures. Board assurance activity will also include assessing whether risk management is proportionate and coordinated. The Board must have confidence in the local arrangements for delivering safeguarding. To enable this all agencies and organisations will be asked to account to the Board for the quality of the services they deliver to adults at risk of harm. Performance management and quality assurance are the cornerstones to this theme; they will support continuous improvement in safeguarding, identify areas where further work is needed and allow the board to fulfil its legislative and constitutional responsibilities set out within its governance and operating framework.

The following shared commitments will underpin the philosophy and working practice of all the Board’s partners.

- each partner organisation will have zero tolerance of any kind of abuse all members of the board will work together collaboratively to safeguard adults from all forms of abuse, neglect and exploitation, whether by an individual or an organisation

- each partner organisation will uphold their respective responsibility to safeguard people in accordance with the human rights principles of fairness, respect, equality and dignity
- interventions by an appropriate safeguarding professional will be person-centred and undertaken with the intention of empowering people to make choices about their own independence, wellbeing and safety, including positive risk - taking
- adults at risk of harm will be assumed to have the mental capacity to make decisions unless it is established that they lack capacity to make a specific decision
- adults at risk of harm will be given full assistance to be involved in decision making and any decision taken on their behalf will be made in their best interests
- partner organisation are accountable to the Board for ensuring that the principles, priorities and actions set out in this strategy are cascaded through and embedded within their organisation.

NORTH EAST LINCOLNSHIRE SAFEGUARDING ADULT BOARD

STRATEGIC ANNUAL PLAN 2015-2016

RAG Rating Status

The strategic annual plan is designed to assess risk in relation to the activity of NEL SAB. The index below explains the rating definitions:

Green	Action on track and progressing to plan, no problems that will impact on schedule. No action required from NELSAB.
Amber	Some problems and/or delays with the action but expected to recover. Highlighted to inform NELSAB, to be monitored and reviewed.
Red	Major problems and issues threatening the action, behind schedule and not expected to recover or activity not yet commenced. Requires intervention from NELSAB.
Complete	Action is fully completed SAB can 'sign-off' and include in Annual Report as achieved

STRATEGIC PRIORITY NUMBER 1				
Strategic Aim (5.1)	Supporting people to manage risk in their own lives with professionals working to support personal decision-making at each stage of the safeguarding adults procedures.			
Strategic Priority	Communication and Engagement Strategy.			
Outcome	Communities and service users are well informed and engaged in the development of safeguarding services.			
Sub Group	Operational Leadership Group			
Action	Sub Group	Timescale inc. Milestones	Progress Update	RAG Rating

1.1 Review and revise the Communications Strategy so that it meets the requirements of the Care act and can be translated into actions				
1.2 Develop an operational framework that can deliver the requirements of Making Safeguarding Personal				
1.3 Develop an independent SAB website with links to other agencies' websites that is informed by consultation service users and community member contributions				
1.4 Compile a suite of information materials and mechanisms that are informative, user friendly and accessible to all				
1.5 Devise a communication plan that meets Care Act requirements, improves engagement at a community and service user level and raises awareness about safeguarding and prevention				
1.6 Devise and agree at board level a programme of public awareness campaigns that promote safeguarding and prevention				
1.7 Develop methods and an approach to engaging with local communities				

STRATEGIC PRIORITY NUMBER 2				
Strategic Aim (5.6)	Individuals will receive timely help, support and protection from the person or agency best placed to provide it			
Strategic Priority	Further Development of the Performance and Quality Assurance Framework			
Outcome	The framework will provide overall assurances to the board that practice is safe and compliant and quality can be measured to drive up improvement and the board can evaluate impact and effectiveness of safeguarding services			
Sub Group	Operational Leadership Group			
Action	Sub Group	Timescale Inc. Milestones	Progress Update	RAG Rating
2.1 Develop: an agreed dataset that defines activity across safeguarding and identifies targets and outcomes to be achieved, informs action planning				
2.2 Develops an audit programme that measures change and is informed by the strategic risk register				
2.3 Identify indicators and baseline data that allows performance to be benchmarked, improvement to be monitored and activity planned to drive up quality				
2.4 Research and analyse the prevalence of different types of abuse to enable intelligent targeting of resources				

2.5 Develop audit tools and programmes to evaluate practice linked to the impact of workforce development and training provision				
2.6 Develop an outcome focused framework and audit processes that evidence and measure quality of safeguarding practice and implementation of MSP				
2.7 To develop the use of case studies to learn from experience and determine what works in practice				
2.8 Broaden the use and access to strategic activity across and between partnerships to ensure local knowledge and resources are maximised				

STRATEGIC PRIORITY NUMBER 3				
Strategic Aim (5.3)	Individuals will receive clear information about what abuse and neglect is, how to recognise the signs and what they can do to seek help and support. Our workforce will be suitably informed and competent to assess and respond to abuse and neglect and equipped to communicate effectively with vulnerable people about safeguarding processes			
Strategic Priority	Learning and Workforce Development Strategy			
Outcome	To have a competent workforce able to deliver a quality experience to those accessing or receiving safeguarding services and to provide assurances that the services delivered are compliant with statutory and NEL SAB standards.			
Sub Group	Operational Leadership Group			
Action	Sub Group	Timescale Inc. Milestones	Progress Update	RAG Rating
3.1 Evaluate and revise the current training, learning and development strategy and develop a structured action plan that incorporates learning from national reports and emerging guidance E.g. Positive and Safe (Winterbourne View).				
3.2 Explore the options available to expand current training pool and maximise learning resources including an increased flexibility E.g. E-learning				
3.3 Review and map current workforce cohorts and recruitment and selection processes. Develop and promote a more effective use and vetting of volunteers and non-paid workers e.g. students				

3.4 Develop audit tools and programmes to evaluate practice linked to the impact on workforce development of training provision				
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STRATEGIC PRIORITY NUMBER 4				
Strategic Aim (5.4)	The SAB is assured that regardless of who provides services, care or interventions – service users are confident that all provision and practice will be in their best interests and safeguarding interventions will be the least intrusive possible and are compliant with the procedures and standards set by the SAB			
Strategic Priority	Develop a Safeguarding Commissioning Standards Framework			
Outcome	Contracts and commissioning standards set by the SAB are effective in holding providers to account for providing quality services and enable action to be taken when those standards are not met			
Sub Group	Operational Leadership Group			
Action	Sub Group	Timescale Inc. Milestones	Progress Update	RAG Rating
4.1 Establish safeguarding commissioning standards and reporting mechanism to the Board				
4.2 Develop a method for self-evaluation for commissioned and non-commissioned providers informed by users views and publicised via NELSAB website				
4.3 Raise awareness amongst the wider community to ensure that people accessing services are aware of the levels of service to expect and can access information about provider ratings				
4.4 Map commissioned and non-commissioned providers with a view to ensuring comparison is available for service users and providers to promote aspiration, choice and improvement				

<p>4.5 Develop a system-wide approach to quality assuring learning, training, recruitment practices and workforce development – and implementation of the Positive and Safe guidance and transformation</p>				
<p>4.6 Develop the interface between Contracts Compliance, CQC, and CCG commissioning to ensure contracts are updated and revised at appropriate junctures so that consistent measures and sanctions can be applied that improve user experience and reduces complaints and investigation/enquiries</p>				
<p>4.7 Develop the use of Independent Mental Capacity Advocates (IMCA) and ensure practice audit and supervision monitors offer, uptake and impact of the use of IMCA</p>				

STRATEGIC PRIORITY NUMBER 5				
Strategic Aim (5.5)	Individuals will be confident that professionals will work together in partnership to get the best and safest outcomes for them. All service users will be confident that Information Sharing Protocols reflect the individual right to privacy and is used by all partners proportionate to preventing abuse and neglect and address safeguarding needs.			
Strategic Priority	Development of a Prevention Strategy			
Outcome	Reduce the escalation of harm from abuse and neglect and prevent abuse from reoccurring			
Sub Group	Operational Leadership Group			
Action	Sub Group	Timescale Inc. Milestones	Progress Update	RAG Rating
5.1 Standardise training across the multi-agency workforce that incorporates prevention of harm and early intervention as a practice principle				
5.2 Develop a prevention strategy that is incorporated into the communication strategy and strategic plan				
5.3 Map preventative activity across the partnerships and individual agency/organisations to inform the prevention strategies				
5.4 To develop a process for agencies to self-assess their own agency's or organisation's preventative pathways				
5.5 Using JSNA identify geographical areas and vulnerable groups to target resources effectively and prevent escalation of need and risk				

5.6 Identify common preventative themes across strategic boards and work with partners to align activity across NEL E.g. mental health, domestic abuse and 'think family'				
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STRATEGIC PRIORITY NUMBER 6				
Strategic Aim (5.2)	Individuals will have access to a service that is based on ADASS and SCIE best practice guidance and is compatible with the level of risk and need. Practitioners will be suitably equipped and have access to sufficient resources to meet the needs of safeguarding services to required standards			
Strategic Priority	Review Safeguarding System Resource and Capacity			
Outcome	To provide a local safeguarding service which is achieving the 6 key principles.			
Sub Group	Operational Leadership Group			
Action	Sub Group	Timescale Inc. Milestones	Progress Update	RAG Rating
6.1 Scope current demand 'v' resources				
6.2 Establish service performance measures using national standards where available and working with peers in the region to develop local standards to benchmark capacity issues				
6.3 Identify pressure points to enable effective deployment of resources and explore different methods of working and use of resources				
6.4 Following a capacity review of service provision ensure there is an ongoing evaluation process in place to ensure optimum use of resources and compliance with the CARE ACT principles				