



Keeping Adults Safe
in Shropshire
Board

Keeping Adults Safe in Shropshire Board *Strategic Plan* 2019 – 22

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Foreword from the Independent Chair

The Care Act (2014) and related Guidance came into force in April 2015. Since this time, as a Board we have worked very proactively to ensure we are delivering our statutory functions and significantly improving our accessibility to professionals and the citizens of Shropshire.

Our challenge of the inclusion of self-neglect as a category of abuse continues to be an interesting journey. We are learning a lot about how to work those who self-neglect and in particular experience hoarding disorder. Since the implementation of the Act, we now face new challenges of exploitation including criminal and sexual exploitation and modern slavery. We are working hard with the Children's Safeguarding Board and Community Safety Partnership to understand these issues in more depth so we can consider how best to intervene.

The prime focus of the work of the Board remains ensuring that safeguarding is consistently understood by anyone engaging with adults who may be at risk of or experiencing abuse or neglect and that there is common commitment to improving outcomes for them. We remain passionate about developing practice which puts the person in control and generates a more person-centred set of responses and outcomes. This includes being confident that effective advocacy services are in place for anyone who may need them at any point during a safeguarding episode. This is Making Safeguarding Personal.

When things go seriously wrong and people die or are permanently affected by abuse, we have a responsibility to look into this thoroughly by means of a Safeguarding Adult Review. This process seeks to identify and report on learning so that multi-agency practice will improve. We have published one such review and are about to publish another. We report on these in our annual reports where more information is provided about each case.

All of us working in adult safeguarding have the difficult task of understanding risk, assessing the level of this for the individual concerned and constructing a plan with the person affected to manage this. This demands a sound grasp of the legal basis for the work along with effective listening and communication skills. This often presents a challenge in a society where there is a pressing tendency to avoid rather than to manage risk.

This Strategy sets our tone and purpose for the coming three years. It is not a fixed document and will be reviewed and developed annually but gives definition to what is important for adult safeguarding in Shropshire and how your Safeguarding Adults Board will work to ensure that everything is being done to prevent abuse and that a timely and proportionate response is made when it occurs.

Ivan Powell
Independent Chair



What is Safeguarding?

The Care Act Statutory Guidance (section 14.7) describes adult safeguarding as *“protecting an adult’s right to live in safety, free from abuse and neglect. 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 adult’s wellbeing is promoted including, where appropriate, having regard to their views, wishes, feelings and beliefs in deciding on any action. This must recognise that adults sometimes have complex interpersonal relationships and may be ambivalent, unclear or unrealistic about their personal circumstances”*.

A local strategy

Whilst the production of a strategic plan is a statutory requirement, a local strategy is key to supporting our aim to work with Shropshire people and with partners to ensure that adults with care and support needs who may be at risk of abuse or neglect are:

- living as safely as they can
- fully involved in the safeguarding process and the development of any ongoing safeguarding plan if required.
- receiving effectively coordinated services

The development of this strategy marks a commitment for a shared vision and actions that will keep adults at risk safe and protected from abuse and neglect.

Background

The Care Act 2014 provides the legal framework for adult safeguarding, setting out the responsibilities of local authorities and their partners. It places a duty on Local Authorities to establish Safeguarding Adults Boards and also stipulates local authorities’ responsibilities, and those with whom they work, to protect adults at risk of abuse or neglect.

The role of a Safeguarding Adult Board is to help and protect adults in its area by coordinating and ensuring the effectiveness of what each of its members does and each Board may do anything which appears to it, to be necessary or desirable for the purpose of achieving its objective.



The Care Act Guidance details the statutory requirement to have a Safeguarding Adults Board (SAB) and that the Board has three primary functions:

1. It 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 these objectives. The plan must be developed with local community involvement, and the SAB must consult the Local Healthwatch organisation.
2. It must publish an annual report detailing what the Board has done during the year to achieve its main objective and implement its strategic plan, and what each member has done to implement the strategy as well as detailing the findings of any Safeguarding Adults Reviews or any on-going reviews.
3. It must conduct any Safeguarding Adults Review.

Additionally the Care Act specifies core membership for the Board and suggests wider membership is desirable which is our approach. This has proved very beneficial to us in delivering effective safeguarding services with Shropshire citizens.

The Vision for Shropshire

“Shropshire is a place where adults with care and support needs as well as children live a life free from abuse or neglect”.

Our “Business as Usual Activity”

The following areas are identified as business as usual activities for the Keeping Adults Safe in Shropshire Board. They should be reflected in the structure of the Board and its business plan:

- a. assurance and challenge between Partners
- b. ensure the effective undertaking safeguarding enquires (including section 42 enquires which we have to do if a person has care and support needs and they are experiencing or are at risk of abuse).
- c. undertaking safeguarding adult reviews and changing practice as a result of what we learn from them
- d. audit and performance (including identifying trends from our communities and using our experience to constantly improve what we do)



Our strategic priorities

In addition to our business as usual activity, to deliver our vision we have identified the following priority areas to work on over the next three years:

1. Preventing abuse and building the resilience of individual and communities – we need to do this for the following reasons:
 - to develop a community culture of caring and protecting others
 - to help people to become able to protect themselves
 - to stop harm from happening to people in the first instance and where harm from abuse is occurring, to minimise the impact of that harm

We will know we are successful when we have:

- increased the proportion of safeguarding concerns going to Enquiry
- increased the number of targeted Fire Service Health and Well-being checks
- reduced the number of repeat adult safeguarding concerns within the last twelve months where the source of risk and type of abuse are the same
- increased the number of organisations signing up as a Safe Place

We will monitor our success measures through:

- regular reporting of the performance framework to the Board
- the implementation plan that sits under our Prevention of Abuse Strategy.

2. Making Safeguarding Personal – “Hearing the voice of the person” - the Board needs to be confident that when a safeguarding concern has been raised, the person affected is part of and aware of all decisions that are made, even when action is being taken that the person is not happy with as a result of a Safeguarding Enquiry.

We will know we are successful when we have:

- an increasing number of people (and or their representatives) who have been asked about the outcomes they want to achieve
- an increasing number of people (and or their representatives) who had their outcomes partially or fully achieved
- we have an increasing number of people (and or their representatives) who report positively about their experience of being involved in the safeguarding process.

We will monitor our success measures through:

- our annual reporting to the Department of Health through the national reporting mechanism the Safeguarding Adult Collection
- assessing feedback through a user survey



- monitoring how often we report back to the adult and the person raising the concern

3. Reducing the number of inappropriate safeguarding concerns referred by adult social care and health professionals (including volunteers) – this is essential to enable everyone to understand their responsibility for keeping people safe at all stages. Additionally, inappropriate referrals create risk in the “system”. They still need a response which can cause delay in reacting to those situations that require intervention to help stop abuse happening or being ongoing.

We will know we are successful when we have:

- reduced the number of contacts to Shropshire Council’s First Point of Contact team that do not result in Safeguarding Concerns being recorded.
- reduced the number of Safeguarding Concerns raised where abuse is no longer happening
- we have increased the proportion of Safeguarding Concerns that progress to Enquiry

We will monitor our success measures through:

- the reports that are produced from Shropshire Council’s client database Liquidlogic
- reporting on safeguarding activity through the Board’s Annual Report

4. Increasing community awareness of Adult Safeguarding – this is essential to enable **everyone** (including individuals using our services and the Shropshire citizens) to understand their responsibility for keeping people safe at all stages.

We will know we are successful when we have:

- Increased the number of Safeguarding Concerns raised by individuals using our services
- Increased the number of Safeguarding Concerns raised by family and friends of the individuals using our services
- Increased the number of Safeguarding Concerns raised by the general public

We will monitor our success measures through:

- the reports that are produced from Shropshire Council’s client database Liquidlogic
- reporting on safeguarding activity through the Board’s Annual Report



5. Understanding exploitation – the Board is keen to understand the emerging issue of exploitation in particular how it impacts on adults with care and support needs. It is a complex issue that makes us re-think our approach to how we understand financial and sexual abuse and modern slavery.

We will know we are successful when we can:

- can separate the different types of exploitation and report on them
- can understand the information held by the Community Safeguarding Partnership about the prevalence of exploitation in the wider Shropshire community

We will monitor our success measures through:

- the reports that are produced from Shropshire Council's client database Liquidlogic
- reporting on exploitation activity through the Board's joint exploitation sub-group



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Keeping Adults Safe in Shropshire Board Business Plan 2019-22

This section sets out in detail how our strategic priorities will be met. Each sub-group will be expected to develop a business plan that clearly demonstrates how the Board priorities will be met. The Keeping Adults Safe in Shropshire Board's performance dataset, audit programme and other associated learning and improvement activity will enable the Keeping Adults Safe in Shropshire Board to evaluate the impact of its priorities. The priorities and the impact of the plan will be reported in the Keeping Adults Safe in Shropshire Board Annual Report.

It is to be recognised that this is a starting point for much of the work that lies ahead, and some of the priorities will need to be developed further as additional statutory guidance is issued and reviews of the Business Plan are completed. There will be an increasing requirement going forwards to scrutinise individual agency performance, which will then be reported upon in future Keeping Adults Safe in Shropshire Board Annual Report.