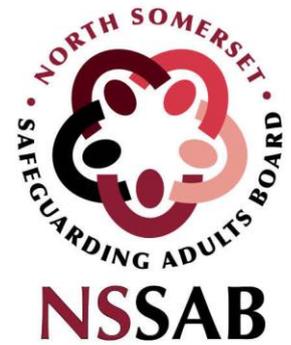


# North Somerset Safeguarding Adults Board



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## ANNUAL REPORT

**2016 - 2017**

If you would like this document in large print, Braille, audio formats or require it in languages other than English please contact:

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## **1. FOREWORD**

Welcome to this, my second annual report as Independent Chair of North Somerset Safeguarding Adults Board (NSSAB). This document provides an insight into the work which the Board, its executive group and its sub-groups have completed between April 2016 to March 2017 towards achieving our strategic objectives and progressing our business plan.

I reported last year that the NSSAB and the North Somerset Safeguarding Children Board (NSSCB) were starting to develop more collaborative working. With on-going financial and resource pressures affecting all our partners, it was right that we looked at how we could make better use of time and resources whilst improving our services along the lines of the “Think Family” policy.

You will note some of the sub-group reports are now joint NSSAB and NSSCB reports. Working together in that way has enabled both Boards to develop working practices which offer opportunities to reduce duplication of work, reduce the number of meetings and offer a greater understanding of the links between vulnerable children and vulnerable adults.

There are no plans to join the two Boards but we recognise the benefits of closer working.

As the Board Chair, I recognise and value the commitment of all partners to ensure that, so far as possible, adults in most need are safe from abuse and neglect in our communities. I am confident that, in partnership, NSSAB will continue to focus on and deliver that goal.

This Annual Report provides a summary of the work of the North Somerset Safeguarding Adults Board (1<sup>st</sup> April 2016 to 31<sup>st</sup> March 2017) to safeguard adults and prevent abuse.

The Care Act 2014 now places Safeguarding Adults Boards on a statutory footing with clear regulations and guidance on their role and function.

A summary of member attendance is provided in Appendix C.

The strategic objectives of the Safeguarding Adult's Board are focussed on the six principles of adult safeguarding:

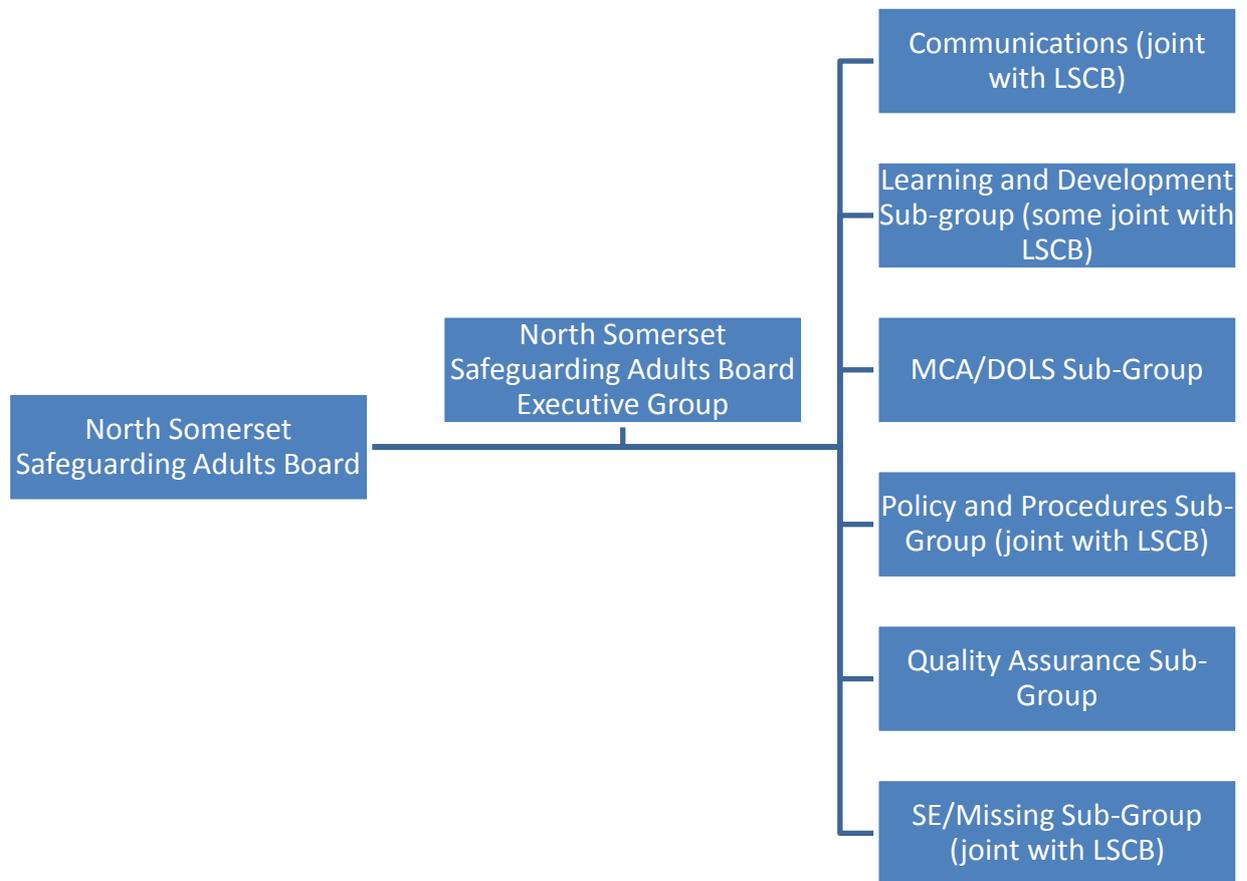
- Empowerment: Promoting person-led decisions and informed consent.
- Protection: Support and Protection for those in greatest need.
- Prevention: It's better to act before harm occurs.
- Proportionality: proportionate and least restrictive/intrusive.
- Partnership: Working together.
- Accountability: There is a multi-agency approach for people who need safeguarding support.

The Board is supported by six sub-groups which drive forward specific work as identified within the Strategic Plan (Appendix B). Each sub-group is accountable to the Board and provides an update on a quarterly basis. These Sub Groups are shown in the diagram below.

A handwritten signature in black ink, appearing to read 'Tony Oliver', with a horizontal line underneath it.

Tony Oliver  
Independent Chair, North Somerset Safeguarding Adults Board  
September 2017

## 2. NORTH SOMERSET SAFEGUARDING ADULTS BOARD STRUCTURE



## **3. SUMMARY OF ACTIVITY DURING 2016 – 2017**

### **3.1 Making Safeguarding Personal**

We have continued to embed the changes in philosophy and practice dictated by The Care Act 2014 with a specific focus on understanding performance around the Making Safeguarding Personal agenda.

### **3.2 Sexual Exploitation (SE)/Missing Joint Strategy and sub-group**

This joint sub-group has continued to meet monthly, providing a partnership approach to preventing sexual exploitation and protecting those who are at risk and pursuing perpetrators.

### **3.3 PREVENT Board**

The 'PREVENT' agenda has a robust presence at Board.

### **3.4 Multi Agency Policy**

Several policies have undergone a multi-agency review and others are being developed using a genuine multi-agency/partnership approach.

### **3.5 Strengthening Partnerships**

Liaison meetings have continued and promoted good safeguarding practice with our partners. Board attendance has continued with genuine multi-agency partnership.

The sub-groups have evolved and demonstrate greater partnership across a wider range of stakeholders and are beginning to achieve a more effective multi-agency output. With examples being the ongoing joint work on a lessons learned review, policy development and work to engage minority communities.

### **3.6 DoLS**

The Deprivation of Liberty Safeguards office (DoLS) continues to deal with a significant level of demand following the Supreme Court ruling of March 2014, experiencing, as with most other local authorities, a tenfold increase in requests for authorisations. This year has seen a significant investment in resources resulting in increased turnover and reduced waiting times for 'sign off'.

DoLS is discussed in further detail under [Sub-group report sections](#).

### 3.7 Safeguarding Activity

#### How many safeguarding concerns have been raised during 2016/17?

**3417** safeguarding concerns were raised regarding individuals in 2016/17. This is a **27%** increase on the number seen in the previous reporting year (2681) and a **56%** increase from 2014/15 (2188).

#### Where do Safeguarding concerns come from?

Almost 20% of safeguarding concerns regarding individuals in 2016/17 were raised by the Police. Residential Care Home Staff were the next most common reporter of safeguarding concerns (12%) followed by Social Care Staff / AWP / EDT / Council Staff (11%) and Nursing Care Home Staff (11%). Safeguarding concerns were also raised by Hospital Staff, Support Workers, Ambulance Staff, GP's and Family Members amongst others.

#### How many safeguarding enquiries have been carried out during 2016/17?

A total of **1083** safeguarding enquiries regarding individuals, have been open during the reporting year. **754** of these have been opened from concerns raised during 2016/17, representing a conversion rate of **22%**. This rate has reduced from 35% in 2015/16.

#### How many Safeguarding enquiries have been substantiated during 2016/17?

**56%** of concluded safeguarding enquiries in 2016/17 were either fully or partly substantiated. This is an increase from 2015/16 where 42% of concluded enquiries resulted in the same outcomes. **14%** of concluded enquiries resulted in an inconclusive outcome during 2016/17.

#### Have concerns been raised about whole services in 2016/17?

**140** concerns were received regarding providers during the reporting year. **29** of these have resulted in a safeguarding enquiry, representing a **21%** conversion rate. Similarly to concerns raised for individuals the most common nature of alleged abuse in **Neglect and Acts of Omission**.

#### Which natures of alleged abuse are being raised?

As seen in previous years, **Neglect and Acts of Omission** was most commonly recorded in 2016/17 with **40%** of enquiries investigating the nature of abuse. **Physical Abuse** was the next most common, recorded in **20%** of enquires. The numbers of enquires involving either **Financial or Material Abuse** or **Psychological/Emotional Abuse** fell from 2015/16 but remained the next equally common natures of alleged abuse.

### **3.8 Messages from this year's data:**

- The volume of safeguarding concerns continues to rise both significantly and steadily year on year. Proportionally less enquiries have been carried out which shows that awareness of safeguarding adults is high. Further work is required to identify the sources of contacts in order to ensure that priority is given to promoting safeguarding adults in areas that are under-represented.
- We have seen an increase in the proportion of enquiries that have led to concerns either being partially or fully substantiated. This demonstrates an improvement in Section 42 decision making.
- The continued rise in concerns also demands that concept of proportionality is promoted while continuing to adhere to all six safeguarding principles.
- The continued presence of financial and material abuse as the second highest nature of abuse is recognised by the Board and a work plan to analyse this issue is under development for implementation in 2017/18.
- We continue to see a high level of activity around care homes. The Board has sanctioned an adverse incident process through which it is hoped that a more proportionate approach will be seen.

### **3.9 Safeguarding Adults Review (SAR) and Learning Review activity**

- The Board is currently overseeing one learning review which is due for publication in the autumn.
- Within this reporting period the SAR panel has also been convened to give consideration to one further case with the decision deferred awaiting the outcome of the safeguarding enquiry.

## **4. MONITORING AND QUALITY ASSURANCE ACTIVITY**

- 2016-2017 has seen the development of the Quality Assurance Sub-Group which has produced a work plan to enable a dedicated focus upon quality.
- Audit work has continued with specific focus on particular areas of practice. Priority has been given to Making Safeguarding Personal, this has identified good practice and provides an opportunity for board to consider what more can be done to ensure that adults at risk remain genuinely at the centre of any safeguarding adults' response.
- A detailed audit of concerns around people with mental health difficulties has led Avon and Wiltshire Mental Health Partnership Trust (AWP) to invest specifically in safeguarding co-ordination and a thorough review of established procedures which will lead to significant improvements in 2017/18.
- Regular monitoring activity has continued with bi-monthly provider monitoring meetings, bi-monthly multi-agency CQC liaison meetings, monthly meetings between the Safeguarding Team and Contract Compliance Team within the local authority and six weekly meetings between health and local authority safeguarding leads.

## **5. PARTNER REPORTS**

### **5.1 Avon and Somerset Constabulary**

Avon and Somerset Constabulary provide professional policing services, working with partner agencies, in order to keep people safe from harm. The Constabulary identified 388 'Safeguarding Adult flagged crimes' and 176 'Safeguarding Adult flagged incidents' in North Somerset during 2016/17, falls of 2% and 28% respectively on the previous year.

#### **Empowerment, Proportionality, Protection:**

First responders and specialist interviewers undertook refreshed training for responding to sexual assault. New police recruits and Police Community Support Officers also received this training, all of whom had safeguarding woven into their initial training.

#### **Empowerment, Prevention, Proportionality, Protection, Partnership:**

We introduced a two year pilot Control Room Mental Health Triage Scheme. Mental Health nurses are based in the Police Control Room, enabling the Constabulary to meet mental health needs at the first point of contact, ensuring that intervention takes place at the earliest possible moment. Access to both Police and Health information databases ensures that decisions made are fully informed and best placed to manage risk. 874 consultations were completed by March 2017, with Section 136 detentions being avoided on five occasions.

## **Empowerment, Prevention, Proportionality, Protection, Partnership, Accountability:**

With partner agencies, we carried out a review of the process through which a patient travels when Section 136 of the Mental Health Act is being considered. In Avon and Wiltshire Mental Health Partnership Trust area we have developed a model process that is to be tested and piloted to contribute to the prevention of patients' deterioration into crisis.

We actively contributed to multi-agency learning through Safeguarding Adults Reviews, Domestic Homicide Reviews and other learning events across Avon and Somerset and at the end of 2016/17 the Constabulary held two current recommendations from two Safeguarding Adults Reviews, one of which related to a case in Somerset. Progress in implementing recommendations is monitored by our Safeguarding Theme Leads Group and Constabulary Management Board.

## **Prevention, Proportionality, Protection, Partnership, Accountability:**

North Somerset Council has, in partnership with us, made a successful bid to be one of seven pilot sites nationally to introduce 'One Front Door'. This is an initiative led by the charity SafeLives (formerly CAADA) using government funding under the 'Sooner the Better' programme.

We are introducing a risk assessment process to support officers and staff in sharing information more effectively with partners, helping vulnerability concerns to be referred internally to our Victims & Safeguarding Team and then onwards to partner agencies. This risk assessment process, known as BRAG (Blue, Red, Amber, Green), is designed to improve our understanding of Adults at Risk, safeguarding and vulnerability in a wider context, helping us to consider why information is being shared and how partners are expected to act upon that information.

## **Accountability, Protection:**

We made effective use of our Constabulary Management Board to carry out assurance work. For example, the February 2017 meeting focused on Adults at Risk and amongst other things examined: Adults at Risk and Missing Person Demand; Mentally ill people who are reported 'missing' from health-based settings; Missing Persons with a Learning Difficulty - Bristol Assurance Report; and the development of a Delivery Plan for Adults at Risk.

## **5.2 North Somerset Clinical Commissioning Group**

Making Safeguarding Personal (MSP) was initiated by the Association of Directors of Adult Social Services (ADASS) and the Local Government Association (LGA) as a sector-led response to concerns that adults at risk are not being involved in investigations and decisions when councils have concerns about abuse or neglect .

The Care Act 2014 made it clear that all safeguarding responses need to be informed by the views and desired outcomes of the person experiencing, or at risk of experiencing abuse or neglect.

MSP seeks to achieve:

- A personalised approach that enables safeguarding to be done with, not to, people
- Practice that focuses on achieving meaningful improvement to people's circumstances rather than just on 'investigation' and 'conclusion'
- An approach that utilises social work skills rather than just 'putting people through a process'
- An approach that enables practitioners, families, teams and SABs to know what difference has been made

This report focuses on how providers across North Somerset have worked towards achieving the key principles of MSP.

### **Empowerment – People being supported and encouraged to make their own decisions**

Much work has been undertaken to improve staff awareness through training. Staff are therefore in a better position to empower service users. In Weston General Hospital (WGH) for example, training compliance was reflected in the positive comments received following the 2017 CQC inspection.

Relationships have been strengthened with the local police regarding missing persons and applying the principles of Mental Capacity Act. This has been realised in real terms by reduced police call outs.

North Somerset Community Partnership (NSCP) has continued to progress a range of activities to review and promote staff understanding with respect to consent and mental capacity principles. This activity builds upon work commenced in previous years which identified issues with staff confidence regarding understanding the complexities of the mental capacity act and how this relates to patient care and protection.

Avon and Wiltshire Partnership (AWP) has developed practice guidance on personalisation of adult safeguarding. Adult safeguarding training has been updated, including domestic abuse training. In addition, service user and carer leaflets have been refreshed.

All providers have systems in place for staff to get advice and support from the safeguarding team.

### **Prevention – It is better to take action before harm occurs.**

Providers recognise that training staff is pivotal to good quality safeguarding activity and increasing staff awareness. Training compliance has been good for the three providers who have all been rated above 90%.

NSCP has embedded the Think Family training package ensuring staff are well prepared to identify, assess and respond appropriately to suspected and actual cases/concerns regarding abuse/neglect.

AWP has adopted the National Care Programme Approach process which is designed to keep service users at the heart of practice, including them in self-identification assessment, care and crisis planning as well as early identification, intervention and support.

### **Proportionality – The least intrusive response appropriate to the risk presented.**

Providers recognise the need for appropriate responses to the risks presented. WGH for example has a workforce that promotes best interest decision making which is specifically for patients who present with a learning disability. In 2017, Commissioned Standards for Learning Disability reflected 100% compliance with supporting patients with best interest decisions and reasonable adjustments.

NSCP has recently set up an Appreciative Learning group to build staff confidence and competence within all aspects of safeguarding adults but particularly aimed at managing risk and Making Safeguarding Personal. This group is facilitated by the Safeguarding Adult Practitioner. This has been a powerful method of sharing best practice and understanding. A baseline of competence and knowledge has been obtained at the group's inception. This will be reviewed after a year (February 2018) to understand what impact the work is having upon practitioner confidence and understanding.

AWP is improving and demonstrating the quality of safeguarding supervision provided to staff and working to upskill professionals to make proportionate responses by sharing the right information with the right people at the right time.

### **Protection – Support and representation for those in greatest need.**

Providers recognise the risks within the local population which informs tailored support for those in greatest need. WGH for example has specifically identified Domestic Abuse as a priority and have strengthened their response within the safeguarding team and the Emergency Department, subsequently supporting more victims presenting with potential domestic abuse associated harm.

NSCP on the other hand has audited staff's understanding of MCA and DoLS as a way of reassurance that staff are well equipped in applying MCA legislation.

AWP have extended adult safeguarding and MCA induction training and are introducing locally focused Named Professionals.

### **Partnership – Local solutions through services working with their communities.**

Providers recognise that working in partnership is key to protecting adults at risk of harm. WGH's Safeguarding team has fostered positive relationships with community teams and care providers. The safeguarding lead sits on North Somerset Safeguarding Adults Board sub-groups and strives to improve practice within the hospital from shared learning and development.

NSCP is equally well represented on the local Safeguarding Adults Board and sub-groups, working closely with other agencies including the local authority and multi-disciplinary teams to ensure solutions are achieved at local level

AWP recognises the need for more visibility in multi-agency forums and is improving support for the North Somerset Safeguarding Adults Board at all levels of the partnership.

### **Accountability – Accountability and transparency in delivering safeguarding.**

Weston Area Health Trust operates within an honest and transparent governance framework. The trust provides an effective safeguarding service and acts within current legislation supporting patients through a challenging and sensitive process. The Trust Board receives mandatory safeguarding and MCA training and take an active interest in progress within the safeguarding service. The safeguarding lead represents WAHT at the North Somerset Adults Board.

- NSCP Safeguarding Adults Lead has provided support and guidance on a 1:1 basis as well as within the group supervision session aimed at further building confidence and competence to undertake Mental Capacity Assessment when appropriate
- AWP -The Trust's annual test of staff knowledge of Safeguarding adults and MCA/DoLs included the 6 principles enshrined in the Care. Staff in North Somerset showed a good understanding of all principles.

Overall, the report highlights good work across providers. AWP has highlighted existing gaps in some areas and are working towards achieving these, for example the development of level 3 safeguarding training when the intercollegiate document is published later in the year and partnership working.

## **5.3 National Probation Service**

### **Protection and Prevention:**

The Role of the National Probation Service is to supervise High Risk of Harm offenders and MAPPA offenders, provide advice and reports to the courts, deliver the Victim Contact service to the victims of serious sexual and violent offenders, provide Approved Premises and to provide Probation staff within Public Sector prisons. We have Safeguarding duties to Children and to Adults, and provide attendance at MARACs in relation to our nominated cases. We are also represented on the Local Criminal Justice Board, the Transforming Summary Justice Board and all other statutory partnerships.

### **Accountability:**

We have successfully recruited Probation Officers and Administrative staff to work in our locations and have implemented a new operating model which provides consistency of service and resources across the country. We have provided information relating to the particular resource requirements for the NPS in providing a service within remote and rural communities. We are still recruiting for more

Probation Officers and Administrative staff, and are receiving applications, although there is a national shortage of Probation Officers.

Three members of staff have been successful in completing the qualification to become a Probation Officer and they are all working in the area.

We will be able to continue to provide NPS Probation Officers to the Youth Offending Service. We have changed our configuration to provide 1 ½ Probation Officers for Somerset, 1 for North Somerset and will be providing a part time Probation Officer for Bath.

Mandatory training in Safeguarding has been carried out.

### **Empowerment:**

We are spending significant time considering the needs of elderly offenders, and those with specialist social care needs, to ensure that the correct arrangements are in place for their wellbeing and social care needs, and to take account of the requirement for robust risk management plans.

### **Partnership:**

We are supporting the Board's strategic plan by working to implement our Transitions Protocol for young people reaching the age of 18 and transferring to Adult Services within Probation.

We continue to improve our performance in relation to our timeliness of recalls, provision of Parole Reports and risk escalation of cases from the Community Rehabilitation Companies.

We continue to place the highest priority on our public protection work, and protecting past and potential victims.

An Avon and Somerset wide Reducing Reoffending Board is being set up and NPS are represented.

We continue to develop our learning as a result of Serious Case Reviews and audits and make sure that the information is regularly shared with staff.

We support Prevent, Counter Terrorism and strategies for tackling organised crime, and are careful in managing vulnerable people who may be at risk of carrying out extremist behaviour.

### **Challenges – Proportionality:**

Maintaining our 100% attendance at all the Partnership Boards will be a challenge given our likely level of resources in the future. We are also unable to support all the sub-groups of the Board, although we do prioritise different elements in different areas according to the priorities in those areas.

We will also need to work even more closely with our partners on information sharing and communication, to ensure that information is shared both ways to enable us to deliver our objectives successfully.

New Strategies have been issued to share with partners in relation to MARACs, Domestic Homicide Reviews, Community Safety Partnerships and Youth Offending Service.

### **What Difference Have We Made?**

We continue to carry out our role by working with high risk of harm sexual and violent offenders in order to reduce the harm they may create and to prevent future victims. We do this by working closely with the Police, the Prison Service and partner agencies.

We supervise high risk and sexual and violent offenders, and provide robust risk management plans which are monitored and enforced. We put plans in place to support the resettlement of offenders in appropriate ways.

The National Probation Service provides the Victim Contact Service for victims of serious sexual and violent crime and this service is available to children, their parents and to adults.

### **Objectives – Protection and Prevention:**

Our objectives are set nationally for the NPS, but locally we hope to be able to improve our recording of flags on our systems, for MAPPA, Safeguarding, Domestic Abuse, Care Leavers and Prevent. We are trying to increase the identification of care leavers in our services and make sure they are flagged correctly and linked to the appropriate services. There are also area wide MAPPA Audits to which the standing members will be invited.

We have implemented the further national guidance as the National Probation Service work on consistency in safeguarding continues via a nationally led group.

The NPS overall commitment to the Safeguarding in this area remains a significant and high priority.

## **6. SUB-GROUP REPORTS**

### **6.1 Joint Policy, Procedures and Standards**

This year has been a time of great change for the Policy Procedures & Standards sub-group with two significant changes. The role of the group has been redefined.

#### **Accountability:**

From March 2017 the group has focused specifically on matters of Policy and Procedure, with the responsibility for standards handed over to the newly formed Quality Assurance Sub-Group which met for the first time in March 2017.

#### **Partnership:**

The policies and procedures work of both North Somerset's Children's and Adults Boards is now carried out jointly through the one joint Policy & Procedures Sub Group for Adults & Children.

Despite some initial reservations prior to the inception of the joint group, partners have contributed enthusiastically with lively and engaging debate around the more diverse mandate.

#### **Empowerment:**

With reference to adult policies and procedures, there have been several successes throughout the year for the group, there has been improvement in performance around the involvement of advocacy now that data collection is better defined.

#### **Protection and Proportionality:**

Several major policies have also been influenced, scrutinised and subsequently signed off following the partnership scrutiny offered by the group.

These have included:

- Updated Joint Policy for Adult Safeguarding (Joint across the Bristol North Somerset, Somerset and South Gloucestershire)
- Sexual Exploitation Strategy
- Domestic Violence Process (Flowchart)

#### **Prevention:**

The Policy & Procedures Sub-Group also contributed to the successful development of the local Domestic Violence strategy.

Information sharing and early warning signs have also been a priority for the group who have distributed 'monitoring forms' across our partners, providing an opportunity for partners to share with the local authority information of concern around service providers which may not reach the threshold of a 'safeguarding concern'.

Early in 2017 a working group was established from the sub-group to specifically work on the development of several specific pre-existing policies with the aim of achieving a more partnership/multi-agency agreement. Although out of scope of the relevant period, this work proved very successful and thanks should be given to our partners for their contributions and enthusiasm, particularly to North Somerset Clinical Commissioning Group who played a critical role in this successful work.

Overall the redefined focus specifically upon policy and procedure, combined with genuine examples of partnership working have served to make the last 12 months incredibly productive and provide a platform for continued successful development into the future.

J. Wright  
Co-Chair

## **6.2 Learning and Development**

### **Empowerment**

This year adult social care is overseeing a shift in emphasis from 'training' in safeguarding to 'learning and development' with a focus on how we can support front line staff to work in a more person-centred way; monitoring on-the-job learning, mentoring and peer support for social care staff. More 'bite-sized' sessions are planned for social workers – especially where staff can mix across disciplines or work in integrated care teams.

### **Protection and accountability**

Information for the Skills for Care National Minimum data set continues to be collected.

The Assessed and Supported Year in Employment (ASYE) for newly qualified social workers, has become much more integrated and career focussed for the individuals involved. As part of a joint peer group, mentoring social workers from both adults and children's workforces are sharing skills, knowledge and experience; this supports the ethos of Think Family and The Care Act and also provides opportunities for social workers to explore opportunities across the whole workforce. Through Career Pathways we are hoping to improve retention of social workers by providing a clear progression route.

In the last year, Safeguarding Adults training has been delivered by North Somerset Council **59** times to **545** employees of organisations including council staff, Age UK Somerset, AWP and a range of private and voluntary sector care providers; supported living, housing and addiction services. The Level 2 course for care providers remains highly popular with dates booked up well in advance. The message is that despite the growth of e-learning people still benefit from workshops.

The recommendation on frequency of updates required has moved from every three years to attendance of the Level 2 Update half day session every two years.

MCA/Dols Training was completed **37** times to **342** employees of organisations including North Somerset Council, AWP and a range of private, voluntary and independent sector providers of care and support, supported living, Shared Lives, housing-related support amongst others.

The changes to the Level 2 Safeguarding Adults courses and to the MCA/Dols in Practice courses have been positively received by Providers, Safeguarding Co-ordinators, other health and social care professionals and voluntary sector groups continue to be well-received and support staff to improve their confidence in this key area

Safeguarding Level 2 for Coordinators has been poorly attended perhaps due to staff being trained in The Care Act in 2015 so not yet being due an update. However the Legal Update held in November 2016 was well attended with **68** participants, mainly social workers.

With staff changes and the re-structuring/downsizing of the Learning and Development Team at the council, We realise that we need to provide clarity around which courses participants need to attend. For example some social workers and health staff booked on to the Level 2 Safeguarding intended for Providers and some front-line voluntary sector staff have booked on to level 2 Safeguarding courses when they only needed level 1.

The changing of the content and format of safeguarding courses has also contributed to this confusion. The new matrix for recommended safeguarding run by the council has now been published which should help clear up the confusion, although there are still different levels and standards set by health.

The training pathway has been changed to reflect a more dynamic, practical approach to learning with more sessions that are shorter in length but collaborative and include MCA/DoLS training as a safeguarding L&D target for all front line staff.

## **Prevention**

Work done in conjunction with the Children's Board saw a joint L&D sub group for safeguarding meet twice in this period. The joint group is developing a way to address L&D initiatives in safer recruitment and sexual exploitation. A new domestic abuse course has been launched that focuses upon Signs of Safety and Coercion and Control, straddling the Think Family strategy. There is also a greater focus on 'train the trainer' initiatives particularly around the Prevent agenda. There are two sessions booked to deliver this before the end of the year.

## **Proportionality**

Adult social care L&D in safeguarding continues to flourish in spite of significant financial constraints. We are always looking at ways to deliver L&D interventions that are peer-led, practical, on-the-job, relevant to staff at the point of care delivery and responsive to need. Buddying, shadowing and coaching are learning approaches that we aim to encourage over forthcoming weeks but we are also working with The Learning Pool to develop a new range of -Learning on areas such as Data Protection and Record Keeping, which should back up this approach. Commissioned providers are also given access to a web based assessment tool called SCILS which is designed to support the assessment of staff competency.

## Partnership

The L&D team have reviewed and relaunched the Safeguarding Adults Good Practice Forum for multi-agency senior professionals as a useful platform for professionals to discuss issues in front line practice. In addition to this we are trialling a peer support group for social workers next year as a mirror to this.

The Train the Trainers mentoring programme for prospective trainers at Safeguarding level A has been changed into a Learning and Development Forum open to any practitioners working in L&D for Providers to share L&D resources and training exercises. It is hoped this will become a new networking opportunity and dynamic space for people to keep updated with legislation and to share teaching methods that have engaged people.

**Debbie Howitt**

**Co-Chair**

### 6.3 Joint Communication and Publicity Sub-Group

The sub-group is a joint sub-group covering both adult and children safeguarding.

During 2016/17 the Communications and Publicity sub-group has struggled with low attendance and had temporary chair-person cover. Due to unforeseen circumstances there were no sub-group meetings between July 2016 and February 2017. At the end of the reporting period a new chair was appointed and we expect attendance to grow and consistency of attendance to increase.

The core purpose of the group is to:

- Communicate factual information about safeguarding of adults and children and the policies associated to these audiences.
- **(Prevention & Protection)**
- Promote and raise awareness of on-going work in this area to tackle abuse and also to highlight good practice. **Prevention, Protection & Accountability)**
- Ensure we raise the profile of different types of abuse, the signs of abuse and to encourage people to act on this in accordance with safeguarding adults and children's policy. **(Empowerment, Prevention & Protection)**

**The following has been achieved within the past year:**

- A TV Advert was created and distributed to various health, social care and community services. **(Partnership, Empowerment, Prevention & Protection)**
- Development of an annual events calendar which prioritised campaigns the sub-group would publicise. This calendar was developed in consultation with both the SCB and SAB to ensure that awareness was raised on relevant high profile topics. **(Prevention & Protection)**
- Awareness articles were published in the North Somerset Life, which is distributed to all households across the geographical area. **(Protection, Prevention & Empowerment)**

**Work in progress / further development:**

- Membership of the sub-group to include representation from the Marketing and Communications team, Housing department and a lay person representative.
- **(Empowerment & Partnership)**
- For this year's Stop Adult Abuse Week we will work closely with our neighbouring Local Authorities (Bath & North East Somerset, Bristol, Somerset and South Gloucestershire) on the campaign. This will be the first time we have collaborated with other local authority partners on this campaign. The pack will be distributed to various health, social care and community services.
- **(Partnership, Protection & Prevention)**
- Explore taking over, refreshing and maintaining the Safeguarding Board Website for Adults and Children.
- Taking over the joint newsletter.
- Awareness raising of safeguarding with hard to reach groups.
- Continue expanding membership to include representation from mental health and learning disabilities services. **(Accountability & Partnership)**
- Appoint a further co-chair for the sub-group.

Anne Ray-Rowley  
Co-Chair

## 6.4 MCA/DoLS

### Key Objectives

The work of the sub group and DoLS Officer in 2016 / 2017 was linked to relevant objectives of the 2016–2019 NSSAPB Strategic Plan. Objectives were amended during the year and an update is provided below

### **Empowerment: 1.2 Monitor the quality and capacity of local IMCA and Paid Representative provision.**

Work was undertaken throughout the year in relation to the provision of an improved data set by the local commissioned advocacy provider, 1in4 people. There is now an established reporting mechanism for this information agreed by the sub group. Through this we have managed to offer assurance to the board that service users in North Somerset are offered MCA related advocacy in a timely fashion and that 1in4 advocacy are meeting statutory timescales.

The other pressing matter dealt with in the sub group forum is the increasing requirement for Paid Representatives under the DoLS scheme following the *RD & Ors (Duties and powers of RPRS and s.39D IMCAs) [2016] EWCOP 49* case law. Through the sub group, partners have devised strategies, pro forma, and systems to ensure that they are meeting their new responsibilities under this precedent.

### **Proportionality and accountability: 4.3 – Monitor quality of MCA work**

This has been separated into 2 work streams, MCA audit and DoLS audit

**DoLS Audit** – A DoLS audit was completed whereby nine anonymised and randomly selected DoLS assessments were exchanged and considered by senior BIA's in North Somerset and Somerset. Whilst a quantitative system for measuring the quality of work proved elusive, work has been undertaken following the audit to a) strengthen 'the voice of the person' within the assessment and b) better consider evidence for stated risks.

**MCA Audit** - Work is being undertaken to identify a suitable tool that is able to capture generic MCA work. Partner agencies have signed up to a yearly audit once a suitable tool has been agreed. Presently the group are considering a mixed approach whereby a rating scale for completed assessments is considered alongside staff questionnaires. Weston Area Health Trust have agreed to be the first participant and the audit is currently planned to occur during Autumn 2017.

### **Court of Protection Activity** (Accountability, Empowerment & Protection)

A total of 15 North Somerset cases were open in the Court of Protection during 2016/2017. 13 of these were brought by North Somerset Council (NSC). 1 of these was brought by North Somerset Clinical Commissioning Group (NSCCG). 1 of these was a joint application by the above partners. These cases can be broken down further as follows;

- **3** Section 21(a) DoLS challenges

*Section 21 (a) DoLS challenges involve service users or family members objecting to their stay in a hospital or nursing home.*

- **5** Personal Welfare applications

*Personal Welfare applications can also relate to a person's residence but often have additional issues and an extra layer of disagreement, complexity or contention.*

- **7** RE:X 'community deprivation of liberty' applications

*RE:X applications are made in relation to authorising a deprivation of liberty outside of care homes and hospitals. To qualify for this pathway cases must not be contentious or subject to disagreement (although they can be complex)*

*Dameon Caddy  
Chair*

### **6.5 Joint Sexual Exploitation/Missing Sub-Group.**

The SE/Missing sub-group is comprised of professionals from Social Care, Health, Business intelligence, Training, Licensing, Adult Safeguarding, Police, Probation, Youth offending, Education, Housing and third sector support services. The group has grown in number, and the frequency of attendance has improved over the past six months, with a positive and enthusiastic approach from members, improving joined up and seamless working across all agencies.

Our work is directed by the North Somerset Safeguarding Adults Board's Strategic Plan. As a sub-group we have recently updated and rationalised our action plan to show smarter objectives. The SE and Missing children's multi-agency strategies have both been updated and are being implemented.

Members of the SE/Missing Sub-group also sit on other sub groups including Policy & Procedures and Communication & Publicity.

### **Prevention, Protection and Accountability:**

We have learned that not all exploitation is sexual, criminal exploitation is becoming apparent in young people who can be exploited by drug dealers. We need to gather information to look at what is happening in North Somerset, so together agencies are able to put robust procedures in place to address this. *Through this intelligence we have also learned that exploitation does not stop when a young person reaches adulthood.*

We know that workers are proactive in identifying Child SE and perpetrators, and that intelligence sharing with the Police is good. Cases are referred promptly to the West of England CSE network meeting. So the disruption of perpetrators is timely.

We know the reporting of SE in vulnerable adults is very low. There are great challenges in developing joint or mirrored procedures across adults and children.

The sub-group has been trying to identify a specific risk assessment tool for this. There seems to be few tools able to identify and assess risk of SE in vulnerable adults. The risk assessment tool used for children is not transferable, and this is an area under development by the group. We need to better understand the differences between sexual exploitation in children and in adults and need to be able to clearly identify the synergies and differences in order to appropriately identify risk. The group also needs to look at the transition process of a child who is at risk of CSE, who then turns 18.

The manager of the Disabled Children's Team is joining the sub-group in August which will lead to more effective working around improving the process of how these children then go through transition from Children's to Adult Services. Members have made links with the National Working Group to get some help with this.

We have learnt that human trafficking is not only about young people coming in from overseas, but internal trafficking of UK nationals, within the UK being taken from town to town and street to street. This is something we need to raise awareness about to agencies in North Somerset. The Sub-group have invited a new member from UNSEEN. UNSEEN is a charity who work with survivors of human trafficking and modern slavery. They will be able to assist the group with taking this forward.

Online abuse is prevalent. The sub-group is writing guidance for practitioners to show how to respond to a 'sexting' incident.

The video 'Kayleigh's love story' has been shared with colleagues in Adult Learning Disabilities service, Mental Health and Substance misuse services to raise awareness of the dangers of online abuse and radicalisation.

We have identified our taxi drivers as a valuable source of information who work within the night time economy. By promoting and celebrating their involvement with us we are able to offer training to all taxi drivers to raise their awareness about SE and safeguarding. They will then be aware of the processes that are in place and be confident in reporting anything they may see or hear that concerns them, with our sole aim to be able to gather information that we don't have, and protect even more children and vulnerable adults.

Next we need to roll out similar training to other night time economy staff in our hotels, pubs, clubs and eateries. A member from the Licensing team has joined the sub-group, so we have better links to help us take this forward over the coming year. The Sub-group are also in the early stages of arranging to meet with faith groups and voluntary services across North Somerset, to explore similar awareness raising about sexual exploitation.

We need to have a better understanding of children and vulnerable adults who go missing and be able to identify push and pull factors, as to why they go missing, prevent any further episodes, and ensure we are gathering information appropriately.

We know that very few episodes of adults going missing are reported to the local authority and therefore understanding the reasons why this may happen is a challenge and evidence of the different value bases between working with adults and children given an adults' over-riding right to self-determination.

By listening to the voice of people who go missing, we can learn from them what needs to be put in place to keep them safe, and manage the risks. By offering good quality, timely, purposeful interventions the information and intelligence gathered will identify any links between agencies. This will mean we will have a better understanding about sexual exploitation in North Somerset. This will enable us to know what resources we need and where.

Members of the sub-group have also arranged a presentation at the young person's housing provider's forum. The Housing providers have supported accommodation for young people from the ages of 16 to 25. These young people are often vulnerable, with many being housed having experienced homelessness. This will raise awareness about sexual exploitation, the reporting of young people who go missing, criminal exploitation and how these all link. It will give a greater understanding of existing safeguarding processes and procedures that are in place to keep all children and young adults safe.

## **6.6 Quality Assurance**

The QA Group and terms of reference were agreed early in 2017 with the first meeting taking place in March 2017. This represents a separation of the previously joint Policy, Procedures & Standards Sub-Group on order for a specific focus to be placed upon quality in adult safeguarding.

Given that this is a new group, the focus has been on establishing terms of reference and a work plan which is now up and running from which we expect to see outcomes over the forthcoming year.

The group will among many other functions, provide analysis and opinion upon data and trends, scrutiny of specific areas of practice (Domestic Violence for example), analyse audit data and set actions.

James Wright, Co-Chair of QA Sub-Group

## **7. FULL REVIEW OF BUSINESS PLAN 2015 - 2016**

The actions achieved from the 2016-2018 Business Plan are listed below:

<b>Outcome 1. Empowerment</b>
<b>Key actions achieved:</b>  Level 2 training for safeguarding coordinators now includes reference to a range of personalised responses.  The MCA/DoLS Sub-Group now scrutinises advocacy performance data quarterly.  The Communication and Publicity Sub-Group now has a wider range of members, including organisations with greater links to hard to reach groups.  A public awareness campaign was successfully delivered around modern slavery.
<b>Key areas of progress:</b>  Communication and Publicity Sub-Group has reported on activity with reference to improving engagement with hard to reach groups.  The joint Safeguarding Boards website is due to be launched in March 2018.
<b>Outcome 2. Protection</b>
<b>Key actions achieved:</b>  A bespoke briefing package was delivered to Executive Members and Board Members.  Elected members have attended a briefing session around the role and responsibilities of the Care Quality Commission  Level 1 and 2 training in safeguarding adults for both providers and co-ordinators has undergone a thorough review with an updated pathway having been produced and implemented.

**Key areas of progress:**

Development of the joint safeguarding boards' website has progressed with a developer being appointed. The website structure agreed with initial conversations having been held around content.

Work has continued in developing an effective transitions protocol for young people crossing into adulthood which includes both care and support arrangements and safeguarding.

**Outcome 3. Prevention****Key actions achieved:**

A safeguarding data Dashboard has been developed and made available to relevant local authority staff.

Monitoring forms have been 'relaunched' within the local authority and shared with partner agencies' use for the first time.

An advice and information session has been held with local addiction recovery service.

Trading Standards are now represented on the Policy and Procedures Sub-Group.

**Key areas of progress:**

Adult safeguarding is represented on the One Front Door Project Board and looking forward to establishing a plan for rolling out this work to adults in the future. In March 2017 several key policies were undergoing multi-agency review, due for completion in June 2017.

Development of a Safeguarding Adult Review protocol is underway, due for completion June 2017.

Plan in place to make greater use of the public website to inform public and partners of safeguarding adults' policies and procedures.

**Outcome 4. Proportionality****Key actions achieved:**

The concept of proportionality has been promoted through training and the Good Practice Forum.

A review has taken place of accessibility to relevant information that enables workers to make triangulated decisions resulting in improved understanding of the

established process. Work is underway to improve accessibility to such information for safeguarding decision makers in mental health services.

Audits have continued and outcomes have influenced training and bespoke information sessions.

**Key areas of progress:**

Plans are underway to engage in a regional audit of MCA work.

**Outcome 5. Partnership**

**Key actions achieved:**

Annual event for Executive Members and Board Members.

Joint strategy around sexual exploitation has been agreed at both adults' and children's boards.

Joint sub-groups across adults and children's boards have been established in the areas of Learning and Development, Communication and publicity, policy and procedures and sexual exploitation.

We have achieved multi-agency "buy-in" around policy development.

**Key areas of progress:**

Attendance at board and sub-groups is monitored and the actions available to address identified issues has been agreed.

**Outcome 6. Accountability**

**Key actions achieved:**

Updated joint (BNSSSG) policy has been approved and published.

Good quality headline data reports have been delivered to each board throughout the year.

Post Care Act data has been benchmarked against comparator authorities and a narrative developed around the impact of legislation changes on Safeguarding.

Focussed audit work on the effectiveness of training has been completed.

Audit work has continued with detailed feedback reported on specific areas of practice such as making safeguarding personal with actions agreed and completed.

**Key areas of progress:**

PREVENT Board progress will be reported to board regularly.

## **8. PRIORITIES FOR THE COMING YEAR 2017 - 2018**

The Priorities for the forthcoming year are identified in the Strategic Plan (see Appendix B).

APPENDIX A:

NSSAPB Membership and attendance 2016 - 2017

Organisation	Member	June '16	Sep' 16	Dec '16	Mar '17
<b>Independent Chair</b>	<ul style="list-style-type: none"> <li>• Tony Oliver</li> </ul>	√	√	√	<b>A</b>
<b>Deputy Chair</b>	<ul style="list-style-type: none"> <li>• Delyth Lloyd Evans (Chair of NSCP until end of 2016)</li> </ul>	<b>A</b>	√	√	√
<b>North Somerset Council</b>	<ul style="list-style-type: none"> <li>• Director of People and Communities</li> <li>• Executive Member</li> <li>• Assistant Director, Support and Safeguarding Adults</li> <li>• Head of Commissioning</li> <li>• Service Leader, Strategic Safeguarding and Quality Assurance</li> <li>• Safeguarding Adults Manager</li> </ul>	√ √ √ √ √ √	√ √ √ √ √ √	√ √ √ √ √ √	<b>A</b> √ √ <b>A</b> √ √
<b>Clinical Commissioning Group</b>	<ul style="list-style-type: none"> <li>• Director of Nursing and Quality or</li> <li>• Head of Safeguarding</li> </ul>	√	√	√	√
<b>Avon and Somerset Police</b>	<ul style="list-style-type: none"> <li>• Detective Superintendent</li> </ul>	√	√	√	√
Avon and Wiltshire Mental Health Partnership NHS Trust	<ul style="list-style-type: none"> <li>• Service Manager</li> </ul>	√	√	√	√
Weston Area Health Trust	<ul style="list-style-type: none"> <li>• Director of Nursing</li> </ul>	√	√	√	<b>A</b>
North Somerset Community Partnership	<ul style="list-style-type: none"> <li>• Assistant Director of Quality, Nursing and Therapies</li> </ul>	√	√	√	√
Care home provider representative	<ul style="list-style-type: none"> <li>• Director – Community Therapeutic Services</li> </ul>	√	√	<b>A</b>	<b>A</b>
Domiciliary Care provider representative	<ul style="list-style-type: none"> <li>• Registered Manager – Brunel Care</li> </ul>	√	√	√	√

Organisation	Member	June '16	Sep' 16	Dec '16	Mar '17
Housing Provider representatives: Alliance Curo Hanover (over 55 year olds)	<ul style="list-style-type: none"> <li>• Operation Managers</li> </ul>	✓ <b>A</b> ✓	✓ <b>A</b> <b>A</b>	✓ ✓ <b>A</b>	✓ <b>A</b> <b>A</b>
National Probation Service	<ul style="list-style-type: none"> <li>• Senior Probation Officer, North Somerset</li> </ul>	✓	<b>A</b>	<b>A</b>	✓
Healthwatch North Somerset	<ul style="list-style-type: none"> <li>• Chief Executive</li> </ul>	<b>A</b>	✓	<b>A</b>	✓
Community Safety Drug and Alcohol Team (NSC)	<ul style="list-style-type: none"> <li>• Manager, Safer and Stronger Communities</li> </ul>	<b>A</b>	<b>A</b>	✓	✓
North Somerset Safeguarding Children's Board	<ul style="list-style-type: none"> <li>• Assistant Director (Support and Safeguarding)</li> </ul>	✓	✓	<b>A</b>	✓
Chairs of sub-groups if they are not already Board members.	<ul style="list-style-type: none"> <li>• Policy and Procedures</li> <li>• Communications and Publicity</li> <li>• Learning and Development</li> <li>• MCA and DoLS</li> <li>• SE/Missing</li> <li>• Quality Assurance</li> </ul>	✓ ✓ ✓ ✓ <b>n/a</b>	✓ <b>A</b> ✓ ✓ <b>n/a</b>	✓ <b>A</b> ✓ ✓ <b>n/a</b>	✓ <b>A</b> ✓ ✓ <b>n/a</b>
CQC (to attend twice yearly)	<ul style="list-style-type: none"> <li>• Inspection Manager (North Somerset)</li> </ul>	✓	✓	✓	<b>n/a</b>
NHS England (attending by exception only)	<ul style="list-style-type: none"> <li>• Deputy Safeguarding Lead</li> </ul>	<b>n/a</b>	<b>n/a</b>	<b>n/a</b>	✓
Avon Fire and Rescue (Correspondent members only)	<ul style="list-style-type: none"> <li>• Head of Risk Reduction, Service Delivery</li> </ul>	<b>n/a</b>	<b>n/a</b>	<b>n/a</b>	<b>n/a</b>

## Strategic Plan July 2016 - 2019

	Key Objective	Actions required to address / meet the objective	By When	Lead Responsibility	RAG (including direction of travel)	
<b>1. EMPOWERMENT: Promoting person-led decisions &amp; informed consent.</b>						
1.1	<b>Making Safeguarding Personal (MSP).</b>	Pilot the use of Family Group conferences.	Mar '17	Safeguarding Adults Manager(James Wright)/Service Leader (Jo Baker)	Due to budgetary restrictions the resources to take this forward for adults are not available. This will remain a future objective.	↓ A
		Roll-out Family Group Conferencing training opportunities in order to develop the pool of skilled staff across adults and children's services: Scoping of focus and training and staff time commitment. Research the evidence around "what works". Who and when can this be done.	Mar '17	SAM/L&D sub-group (Carolyn Hill)		B
		Level 2 training for coordinators to include the MSP toolkit.	Sep '16	L&D sub-group (Carolyn Hills)		
1.2	<b>Ensure the quality and capacity of advocacy.</b>	Review quality and accessibility of advocacy resources by carrying out an annual audit.	Dec '16	DoLs Manager (Dameon Caddy)	DoLs manager working with commissioning as part of an NSC adult care departmental review of advocacy.	↑ A
1.3	<b>Ensure comprehensive public information and advice about keeping safe and</b>	Launch the North Somerset Safeguarding Adult's Partnership website to provide information for public, vulnerable adults, provider and partner agencies, including how to complain.	Dec '16	P&P sub-group (James Wright)	Linked to 3.4  Mediatopia now contracted and work in progress to create the new joint website.	↑ A

	Key Objective	Actions required to address / meet the objective	By When	Lead Responsibility	RAG (including direction of travel)	
	identifying abuse is available.	Also links to '3' prevention				
1.4	Improve engagement with hard to reach groups.	Safeguarding representation at the Your North Somerset Event.	Oct '16	Comms sub-group (Claire Stanley)	VANS have received government funding for Your North Somerset. This will take place in September 2017.	↑ A
		Quarterly reporting on actions achieved in reference to engagement with hard to reach groups.	Sep '16	Comms sub-group (Claire Stanley)	ARR is standing in as chair for the comms group and will take this matter forward. NB: Executive Minutes (February) commitment from NSCP going forward.	↑ R
		Through joint working between Comms/L&D and SE sub-groups comprehensive advice and information will be available to public and professionals around modern slavery.	Dec '16	Comms sub-group/L&D/SE Missing (Claire Stanley)		
		Stop Adult Abuse Week to focus on modern slavery. Also links to '3' prevention	June '16	Comms sub-group (Claire Stanley)		B
1.5	Provide clarity around Safeguarding Adults offer.	Use partnership website to promote Care Act values and inform expectations of adults at risk. Also links to '3' prevention	Dec '16	P&P sub-group.(James Wright)	Linked to 1.3	↑ A
<b>2. PROTECTION: Support and Protection for those in greatest need</b>						
2.1	Ensure participation by all relevant partners in	Assess effectiveness of Level 2 Provider Training.	Dec '16	L&D sub-group (Carolyn Hills)		↔ G

	Key Objective	Actions required to address / meet the objective	By When	Lead Responsibility	RAG (including direction of travel)	
	<b>safeguarding meetings:</b>					
2.2	<b>Ensure participation in other multi-agency Training:</b>	The partnership website used as a resource to promote training opportunities.	Dec '16	SAM (James Wright)	See 1.3	↑ A
		Proactive communication to partners around training opportunities.	Dec '16	L&D sub-group (Carolyn Hills)		↑ A
		Bespoke briefing package delivered to Executive Members and Board Members.	Sep '16	SAM (James Wright)		B
		CQC session for elected members to be planned.	Mar '17	SAM (James Wright)		↔ G
2.3	<b>Meet the needs of young adults at risk of abuse:</b>	Transparent and effective procedures in-place for transition between children's and adults' services.	Dec '16	Board/SAM (James Wright)/Service Leader (Jo Baker)	Much policy work is taking place through both the SE sub-group and in establishing a more general protocol around young adults with particular reference to care leavers. Jo Baker, Liza Zakheim and James Wright meeting on 7 <sup>th</sup> April as part of a task and finish group around this work.	↑ A

	Key Objective	Actions required to address / meet the objective	By When	Lead Responsibility	RAG (including direction of travel)	
		Effective adult safeguarding measures and responses in place for young people leaving care.	Dec '16	Board/SAM (James Wright) /Service Leader (Jo Baker)		↓ A
<b>3. PREVENTION: It's better to act before harm occurs</b>						
3.1	<b>Ensure effective communication and coordination of organisational activity to monitor Provider safeguarding activity.</b>	Organisational Abuse Protocol (previously called Whole Home Safeguarding Procedure) reviewed and communicated through distribution by email and briefing sessions.  Monitor number of safeguarding concerns raised by members of the public and report to the Board to inform communication and publicity.	Sep '16  Dec '16	P&P sub-group (James Wright)  P&P sub-group (James Wright)/Comms sub-group (AnneR-R)	On course for December as planned.  JW to provide update re number of safeguarding concerns raised.  Organisational Abuse protocol uploaded onto website. Under review to make it more of partnership approach including CQC and Health.	↔ G
3.2	<b>Learn from Safeguarding Adults Review (SAR) findings and other relevant reviews.</b>	Formalised mechanism for information sharing and development opportunities.	Mar '17	L&D sub-group (Carolyn Hills/Comms sub-group (AnneR-R)/P&P sub-group (James Wright)	Joint SARs/SCR request format agreed: being progressed by JB.	↓ A
3.3	<b>Improve intelligence around low level concerns.</b>	Adult Case Discussion Forum arrangements to be established.	Sep '16	SAM (James Wright)	Has been on hold while higher level discussions around MASH have been underway. First meeting with operational sub-group was held 14 <sup>th</sup> March. Aim to go live with a one front door for Children May '18 and rolled out to adults end of 2018.	↔ A
		Development of a safeguarding data DASH Board.	Mar '17	SAM (James Wright)	Action complete. Rolled out January 2017	↔

	Key Objective	Actions required to address / meet the objective	By When	Lead Responsibility	RAG (including direction of travel)	
		Relaunch of monitoring forms.			Further plans for development to include DoLS data, contract compliance levels, CQC ratings and monitoring forms feedback. Above to be incorporated into strategic plan.	B
3.4	<b>Advice and support available to adults at risk of abuse and communities</b>	Increase presence of Adult Abuse on the North Somerset Website homepage	Dec '16	P&P sub-group (James Wright) Comms sub-group (Claire Stanley)	In action (see comments in Action 3.2)	A ↑
		Information available on North Somerset Online directory – safeguarding needs to be easier to find – Worried about an adult or child button	Dec '16	P&P sub-group (James Wright)		
		Publication of the independent NSSAPB website	Mar '17	P&P sub-group (James Wright)	Progress over period.	↑ A
		Develop website links with partner agencies	Mar '17	SAM James Wright		
		Better engagement with community groups through partner agencies	Mar '18	P&P sub-group (James Wright)		↔ A
		Development of use of communities to safeguard adults at risk	Mar '18	P&P sub-group (James Wright)		↔ A

	Key Objective	Actions required to address / meet the objective	By When	Lead Responsibility	RAG (including direction of travel)	
		Development of advice and access to support around online safety and scams – Continue to develop links with trading standards	Mar '17		Work to be taken forward. Review timescale	↓ A
3.5	Increase publicity and marketing of safeguarding adults	Explore opportunities with partners for utilising internet and social media to promote Adult Safeguarding (i.e. Weston College Marketing/Media students)	Oct '16	Comms sub-group (AR-R)/SAM James Wright		↑ R
3.6	Engage with the people and communities department 'Early intervention strategy'	Joint working with service leader and Planning, Policy and development manager	Mar '17	SAM James Wright	Consider revising timescale.	A ↓
3.7	Improve links with Drug and alcohol services	Advice and information sessions	Dec '16	SAM James Wright	First session complete. Plan to meet six monthly.	↑ G
3.8	Publicity around standard of expectations for service users	Use of independent website	Mar '17	P&P sub-group (James Wright)	Linked to 3.4 (See 1.3)	↑ A
3.9	Rolling programme of training and review of effectiveness/take up	Timetable of areas of focus over a 3 year period	Dec '16	L&D sub-group (Carolyn Hills)		↑ A
3.10	Increase publicity around training opportunities	Analysis of current promotional activity and consideration of further opportunities	Dec '16	L&D sub-group (Carolyn Hills)		↑ A
<b>4. PROPORTIONALITY: proportionate and least restrictive/intrusive</b>						
4.1	Ensure Single Point of Access (SPA) have timely access	Review accessibility of information required in order to triangulate a safeguarding decision.	June '17	P&P sub-group (James Wright)	On-course, although changing to working practices mean that this work may become more complex.	A ↑

	Key Objective	Actions required to address / meet the objective	By When	Lead Responsibility	RAG (including direction of travel)	
	to appropriate information in order to inform decisions.					
4.2	<b>Section 42 obligations – ensuring Social Workers are confident.</b>	Through the Good Practice Forum promote concept of proportionality and seek feedback from managers.  <b>(Links to 1. Empowerment and MSP principles)</b>	Dec '16	SAM (James Wright)	Audit feedback session being arranged.	↔ G
4.3	<b>Ensure quality of MCA work.</b>	Quarterly audit of MCA work and DoLS triage decisions.	June '17	DoLS Manager (Dameon Caddy)		↑ A
<b>5. PARTNERSHIP: Working Together</b>						
5.1	<b>Ensure the commitment of partners demonstrated through attendance at Boards and sub-groups and the interlinking of those sub-groups.</b>	Six monthly review of attendance at the North Somerset Safeguarding Adults Partnership Board and its sub-groups.	Dec'16	Independent Chair (Tony Oliver)		↔ G
5.2	<b>Annual Report</b>	Annual event for Executive Members and Board Members.	Oct '16	SAM (James Wright)		B
5.3	<b>Provider Event</b>	Annual event for Providers.  To act on feedback and develop the event.	Feb '17 Feb '17	SAM (James Wright) SAM (James Wright)	Need to review deadline as resources have not allowed for this to be completed by the original timescale.	A ↔

	Key Objective	Actions required to address / meet the objective	By When	Lead Responsibility	RAG (including direction of travel)	
5.4	Develop links and explore further options for increased joint working with the Children's Board and its sub-groups.	Joint Sexual Exploitation Strategy agreed at Board.	June/ Sep '16	SAM (James Wright)/CSE Lead	Complete	B
5.5	Review Case Discussion Forum	Review arrangements for a multi-agency Case Discussion Forum	March '17	SAM (James Wright)		↓ A
5.6	To obtain conflicts of interest amongst partners.	TO to liaise with counterparts in other local authorities to find out what they have in place.	Dec '16	Independent Chair (Tony Oliver)	TO to talk to colleagues at next regional meeting and update Board in March.	↑ R
<b>6. ACCOUNTABILITY: There is a multi-agency approach for people who need safeguarding support</b>						
6.1	Ensure strategy/ies in place having been approved at Board:	Updated joint policy to Board in June for scrutiny.	June '16	P&P sub-group (James Wright)	Complete	B
		Updated multi-agency Safeguarding Adult Procedures.	Mar'17	P&P sub-group (James Wright)	JW to bring to P&P in April 2017.	↑ A
6.2	Monitor overall impact of Care Act provisions:	Headline data for year-end delivered to Board.	June '16	SAM (James Wright)	Complete	B
		Post Care Act data benchmarked against comparator authorities and a	Sep '16	SAM (James Wright)		

	Key Objective	Actions required to address / meet the objective	By When	Lead Responsibility	RAG (including direction of travel)	
		narrative developed around the impact of legislation changes on Safeguarding. Full report delivered to Board.				
6.3	<b>Ensure regular and robust file audits, with appropriate reporting to Safeguarding Adults Board.</b>	Feedback from adults deemed to be at risk informs our assessment of our performance and influences policy and procedures.  <b>(Also links to 1. Empowerment)</b>	March '17	SAM (James Wright)	Restructuring and progress with staffing has enabled greater progress with auditing. Report to be provided to June Board. (March deadline missed.)	↑ A
6.4	<b>Consider more focussed audit work around effectiveness of training.</b>	L&D to report back to Board their views on the value of this work.	Sep '16	L&D sub-group (Carolyn Hills)		B
		Act upon the outcome of audits and report quarterly to the Board.	Mar '17	L&D Sub-Group (Carolyn Hills)	Proposed programme of annual themes to be established.	↔ A
6.5	<b>Promote the PREVENT agenda</b>	Continued attendance at PREVENT Board and quarterly progress reports to Board.	Sep '16	SAM (James Wright)	Safeguarding rep to update December Board.	↔ G

	Key Objective	Actions required to address / meet the objective	By When	Lead Responsibility	RAG (including direction of travel)	
		Ensure quality of WRAP training, measure take-up and impact. (Link with NS Community Safety Drug Action Team (CSDAT))	Dec '16	L&D sub-group (Carolyn Hills)	CSDAT engaged with board so this matter can be progressed.	↔ A
6.6	To make public annual report, reviews, lessons learned.	(Links to 1.Empowerment)	Nov '16	SAM (James Wright)	Links to 1.3 (creation of Joint Website)	↑ A
6.7	Ensure links between the Board's Strategic three year Plan, team plans and the Safeguarding Adults annual report.	Publication and promotion across adult social services, providers and partner agencies.	April '17	SAM (James Wright)		↔ G
6.8	Ensure safeguarding knowledge and skills are shared jointly across children's and adult services	Improve accessibility of relevant safeguarding training between Children's and Adults social care	March 2017	L&D sub-group (Carolyn Hills)	Recent event with children's social workers arranged by Shelly Caldwell where Dameon Caddy and James Wright discussed DoLS and safeguarding in transitions.	↔ G
6.9	Replacing DOLs Legislation – ensuring smooth implementation.	Implementation of new legislation and implementation in late 2017/2018.	March 2018	NSSAB		↔ G

	Key Objective	Actions required to address / meet the objective	By When	Lead Responsibility	RAG (including direction of travel)	
	Explore opportunities for increased joint working with North Somerset's Children's Safeguarding Board and other regional Boards and sub-groups.					↔ G
	Adapt to the needs of an ageing population and continue to manage year on year increase in demand.					↔ G

		RAG matrix				
Progress	None					
	Initial steps complete but no further action					
	Measurable progress but behind schedule					
	All work on schedule					

