

East Riding Safeguarding Adults Board

Board Strategy for 2019/22

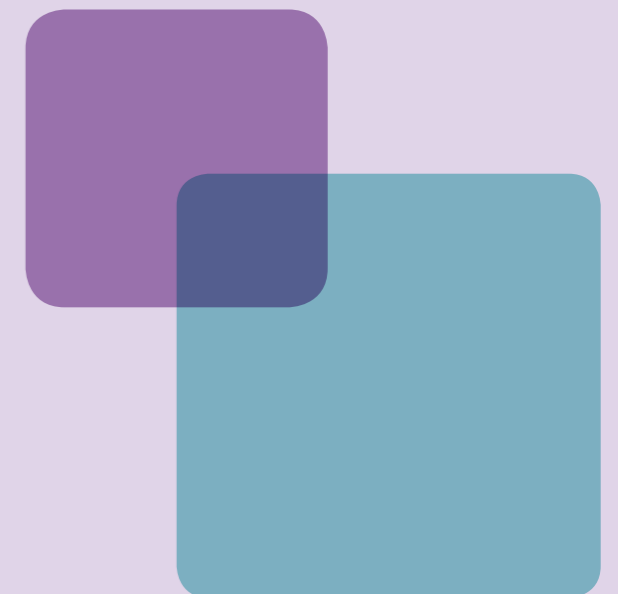
*“Everything is
about the person.”*



Safeguarding
is **everybody's**
business

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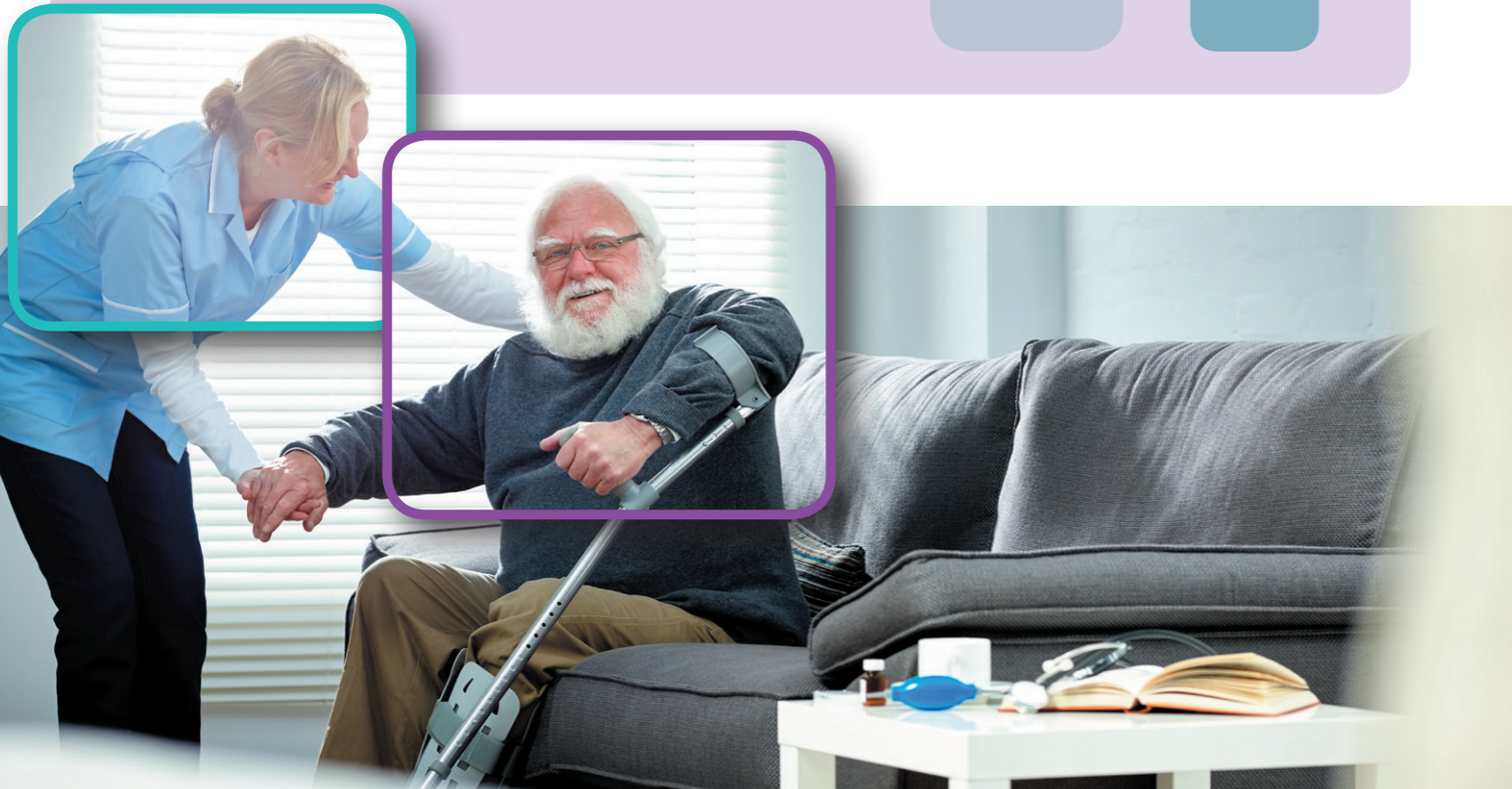


Section 1: Foreword

Safeguarding a large population of adults who may be at risk of abuse is too big a job for any one organisation, it can only be realistically achieved by a combined approach that unites all the people and systems who work with vulnerable people. That is where the Safeguarding Adults Board come in, it is set up to help everyone to work together in the most effective way possible. The Board does this by setting out procedures and plans based on an overall strategy. Over the years we have produced long term three year strategies which set out aims and objectives and a framework within which to achieve them. Our most recent strategy came to an end on 31 March 2019 and the new one which you are now reading takes over from there.

Each year we write an annual report saying what the Board has done to reach its goals and detailed reports from each of the partner organisations stating how they have contributed. Every year has been marked by good progress and unstinting dedication from all concerned. Looking back over the last three years we have achieved most of the things we set out to do but some do require more work and, new challenges have emerged which we also need to tackle. I am delighted that this strategy is the product of views from partners, people who have been or are at risk of abuse and their families and carers. It sets high standards for all but I am sure everyone will once again pull out all the stops to achieve them.

Mike Briggs
 Independent chair
 East Riding Safeguarding Adults Board



The Board's vision

Our vision is for the East Riding of Yorkshire to be a place where adults at risk of harm are able to live an independent life free from harm where:

- abuse is not tolerated
- everyone works together to prevent abuse
- services respond effectively when abuse is suspected or happens



We work to the Care Act 2014 six core principles of:

- Empowerment
- Prevention
- Proportionality
- Protection
- Partnership
- Accountability

These principles inform and guide the ways in which professionals and other staff work with adults. Over the next three years the Board will aim to achieve its vision by working to 9 strategic objectives.

Section 2: Strategic Objectives 2019-2022

Based on what we know we must do, along with the information we have collected from our consultation and what people have told us, we have worked with our partners and agreed a set of strategic objectives for the duration of this strategy.

2.1 Ensure the voice of the service user is heard in the Board, its partners and sub-groups

We are aware that the Board has had limited engagement with service users, their families and the public generally. We want to do more to hear their voices and actively engage them in some of our work. We now have an active member of the Carers Advisory Group (CAG) on the Board and we will endeavour to ensure that this person is a link between the CAG and the Board and can take issues of relevance to and from the Board. We also have a representative from Healthwatch East Riding who is there representing the voice of our residents. Healthwatch will also be fundamental in supporting us in the provision of information which is accessible to all our communities. The East Riding Safeguarding Adults Team collect information from service users about their experience of the safeguarding process and this is the area we wish to explore further.

Our business plan also includes the establishment of a virtual network of people who are willing to be involved in various aspects of our work. Along with this we will ensure our website contains appropriate information on how to keep safe and free from harm.

2.2 Improve communication, by increasing a range of accessible information for service users and the public about adult safeguarding

The range of information available to diverse communities is somewhat limited and we would like to ensure all sections of our communities are able to understand what safeguarding is and what to do should they be concerned about themselves or someone else.

We have started by producing an easy read version of the safeguarding adults concerns form and an easy read guide about safeguarding. We will concentrate our effort on ensuring our other documents such as the Board Annual Report are also accessible to all. We will work with our partners so that wherever possible we are able to tap into their expertise on the production and design of accessible information.

2.3 Use data more intelligently to improve safeguarding outcomes across the East Riding

We know from national statistics that we receive very few reports of safeguarding concerns where the risk of abuse is in the adults own home, however we do not know the reason for this. Conversely we are very high reporters of safeguarding concerns where the risk of abuse is in a care home, and the reason for this is our relatively large numbers of nursing and residential care homes compared to other areas.

We will begin to dig deeper into our data and identify where we can increase the incidence of reporting. This will mean taking action with our partners where they can be more influential, such as with GPs, community nursing services and community social workers, all who see people in their own homes.

We will also gain a better understanding of the care market, specifically the domiciliary providers, so that we are assured that staff are adequately trained in all the relevant types of training related to their responsibilities.



2.4 To increase the prevention of abuse across the wider focus of the health and wellbeing agenda

We need residents of the East Riding to be able to be resilient and protect themselves from harm as fully as possible before they need support from outside agencies. Ways in which they can do this is to make sure they keep themselves active, fit and healthy and make use of the many social opportunities available such as through leisure centres. There are also many opportunities for people to engage in activities within the many community and voluntary sector organisations. It is through these opportunities that residents will find out about many issues such as:

- Fitness
- Diet
- Online safety and security
- Fire safety
- Warmth and health
- Reading and library services
- Volunteering

The Safeguarding Adults Board (SAB) will actively engage with the wider health and social care system to enable people to make informed lifestyle choices to help to keep themselves safe. We will be visibly present in many locations across the East Riding and with colleagues from the community and voluntary sectors in order to implement this objective.

2.5 Take a "think family" approach to safeguarding in which we will engage and empower more adults to be involved in all discussions and actions which are about them and their families

We have said earlier that safeguarding "is all about the person" however there are times when it is much more than that and decisions and actions may involve others such as family members, friends or advocates. Some adults are not able to speak for themselves because, for instance they may have a learning difficulty, dementia or do not have the mental capacity to understand what needs to happen.

We will always provide what is in the best interest of the adult by discussing it with them directly or discussing it with other relevant adults with the consent of the person at risk. Where required we will always ensure that the voice of the adult is heard through another appropriate adult or advocate when the adult is unable to communicate their views themselves. We will continue to make sure that the safeguarding journey is delivered how the adult wants it and that they are asked at the beginning, middle and end if it met their needs.

2.6 Work together to make sure adult safeguarding standards keep adults safe and minimise risk of harm

We will make sure through the development of our new performance framework that a set of standards are met from all our partners. This will start by ensuring that all providers of health and social care have the relevant knowledge and training relevant to their job roles. As a board we will deliver multi-agency learning events on relevant topics which may also encompass the work of other strategic partnerships including the Safeguarding Children's Partnership and the Community Safety Partnership. At an early stage within this strategy we will be reviewing the multi-agency policies and procedures and may look at opportunities to align this with other Boards in the Yorkshire Region.

We will also receive quarterly key performance indicators from our partners which will inform us where safeguarding concerns are coming from and what enquiries are being undertaken. These KPIs will initially come from our core partners however later on as this strategy is embedded other partners will be asked to report on them also. The KPIs will help inform the direction of the Board towards the end of this strategy.

2.7 Demonstrate assurance that outcomes from any learning (including Safeguarding Adults Reviews) improves safeguarding effectiveness in the East Riding

The Board will lead and encourage all partners to reflect on their safeguarding operations and bring learning points back to the full Board. The Board will also keep all partners up to date on national operational and strategic developments. We will continue to learn from reviews including Safeguarding Adults Reviews and make greater use of the national SAR library.

We will assure ourselves and partners that lessons and improvements are acted upon through the Board's own assurance processes, for example the recommendations from any major reviews will become standing items on the

Board's agenda until such time as all of the recommendations have been carried out.

2.8 Demonstrate assurance that emerging cross-cutting themes that may have an impact on adult safeguarding are responded to and fully addressed

The landscape of adult safeguarding has changed considerably over the last year or so which means that it encompasses some much broader types of abuse. There are a number of areas which cross between adult safeguarding, children's safeguarding and community safety and the Board will seek assurance that the issues are being managed at the right place and updates brought to each respective Board. Examples of such issues are; modern slavery, domestic abuse, child sexual exploitation, county lines, forced marriage and female genital mutilation.

We are already involved in discussions with colleagues on the other multi-agency partnerships about how these areas are led and managed and the detail of this will be in the business plan. As a starting point we are already planning a joint workshop on the subject of domestic abuse.

2.9 Ensure adults who do not have a voice themselves are represented and have appropriate support and the means to express their views

The Care Act 2014 states that local authorities must involve people in decisions made about them and their care and support. No matter how complex a person's needs, local authorities are required to help people express their wishes and feelings, support them in weighing up their options and assist them in making their own decisions.

We will carry out audits to find out both quantitative and qualitative experiences of advocacy, including advocacy provided by families and friends and also advocacy provided by the local authority provision.

We will work more closely with the local authorities safeguarding adults team to gather information from service users who have experienced safeguarding through the eyes and ears of an advocate and learn and improve from these experiences.



Section 3: How will we deliver this strategy

The East Riding Safeguarding Adults Board (ERSAB) is a multi-agency organisation responsible for ensuring the protection and safety of the most vulnerable adults living in the East Riding.

The Board is led by an Independent Chair and made up of representatives from a number of organisations. The Board has three core partners which are the local authority, the Police and the NHS, it also has a wide range of non-core partners who have equal responsibility to protect vulnerable adults from harm and abuse. A full list of our partner agencies can be found on our website www.ersab.org.uk.

You can also find our last three years Annual Reports on our website.

The strategic objectives have been broken down further into achievable tasks, with lead names/agencies and timescales and this forms the SAB Business Plan. Our Business Plan is also a three year plan however this will be brought back to the Board and reviewed annually and updated as progress is made, and a new Business Plan produced for the following year. We then publish an annual report which details how the partners have contributed in delivering against the plan.

The Board's Business Implementation sub-group will oversee the delivery of the plan and report quarterly to the SAB.

We will continue to apply a self-assessment framework and challenge process to partner agencies to gain assurance that their organisations are complying with the strategic principles and have the capacity to meet their safeguarding objectives.

The Board will continue to provide a programme of training to a range of staff as well as developing bespoke training packages as the need arises, which will be accessible to our partners. We have an annual training strategy which identifies the different levels and types of training and all our training is free of charge.

We also have a risk register which is updated at each Board meeting and this identifies those areas where we think there is risk to delivery, along with actions to minimise those risks.



Section 4: How did we develop this strategy?

Based on what we know we must do, along with the information we have collected from our consultation and what people have told us, we have worked with our partners and agreed a set of strategic objectives for the duration of this strategy.

4.1 Review of our previous strategy

This is not a completely new strategy as it builds on what we have previously done and then draws on areas we know we want to do more of. We have looked back at our achievements over the last three years and also looked at what we said we would aim to do but still need further work on and whether any of this is still relevant. We have also considered what we must do as a Board which is set in legislation, guidance and safeguarding principles and factored these into this strategy.

4.2 Consultation with our partners

We undertook a Board workshop in September 2018 which specifically looked at the area of performance data and developing a performance framework and most of what we focus on will be driven by data, audit and quality metrics.

A questionnaire was developed specifically for our partners to seek their opinions on what they think is important and their responses have all been considered for this strategy.

We held a further Board workshop in January 2019 to consider findings from the consultation process and to agree all the objectives which are included in this strategy.

4.3 Consultation with the public and patient/service user groups

We developed a consultation questionnaire for use by service-user/patient/public participation groups. The purpose of this consultation was to allow as many people as possible to be involved in the development of this strategy, and to give us their opinion on what they think we should prioritise. All contributions have influenced this strategy and have been factored in. Many of our partner agencies also shared this questionnaire through their own agency's consultation processes.



Our grateful thanks go to those who took the time to respond. Below are some of the comments they made:

A direct telephone line to report concerns that is available 24/7

More promotion about how to report a concern

Engage more closely with hard to reach and faith

More training and events for specific groups and the community



Make the concern form and on-line form easier

Make sure referrals and calls are signposted if it is not safeguarding

We need more information in libraries, GPs, customer service centres, leisure centres, banks etc, in the whole community

Make sure the reporter is listened to, taken seriously and they are fed back the outcome

The public does not feel assured or confident in the safeguarding response, or that concerns will be taken seriously



Work better with other services who come across vulnerable adults



Section 5: What did we achieve from the 2016-19 strategy?

As stated above our starting point was to review what we had achieved in the previous strategy. Our 2016-19 strategy contained nine objectives and we have worked hard to try to deliver them as a multi-agency partnership making the best use of all available resources. The Board's last three annual reports give a summary of how the Board delivered on the previous strategies objectives and can be found on our website (www.ersab.org.uk)

5.1 To embed the Making Safeguarding Personal (MSP) approach within all partner organisations

All our partners have made the cultural shift to ensure MSP is embedded routinely in health and social care practice. This has meant moving from a position where adult safeguarding was a process "done to" someone, to a series of conversations and support to enable the person to achieve the best outcomes for them wherever possible.

This objective will be carried forward into the 2019-22 Business Plan so that we are assured that this approach is maintained in routine safeguarding practice and that the momentum of MSP continues.

5.2 To fully integrate the Care Act 2014 into all safeguarding in the East Riding

All partners have continued to review and update their operational policies and procedures to ensure they are fully compliant with the Care Act 2014. This has meant ensuring the sharing of information is passed between agencies in a prompt manner for the safety of the person. Staff within partner agencies are able to report appropriate cases into the Safeguarding Adults Review (SAR) process with the knowledge that they will be listened to and fed back. Where agencies feel they are helpful, they are applying the multi-agency risk management tools and undertaking immediate action at the source of the risk to minimise further harm. The Vulnerable Adult Risk Management (VARM) model has been agreed across the Humber wide region. This is a collaborative approach to working with adults who choose to self-neglect.

The Board has also worked more closely with the local prison to ensure the prison population is safeguarded appropriately when harm or abuse occurs. We have also facilitated the provision of safeguarding training to prison officers so that they know what signs to look out for in vulnerable prisoners.

5.3 To maintain responsiveness to application changes in the Mental Capacity Act

We have maintained active monitoring of the Deprivation of Liberty safeguards (DoLs) as this was a significant risk during the early part of the previous strategy due to the flood of applications. The number of DoLs applications continues to grow with a 9% year on year increase in each of the last two years. To give this some context the council completed the processing of 45% more DoLs applications in 2017-18 than in the previous year improving the timeliness of the response and reducing the number of applications awaiting completion. The council meets current demand with the support of an external Best Interest Assessor Framework to assist in the provision and authorisation of DoLs which enables timely allocation of assessments.

We are also actively following the Green Paper discussions and will be ready to respond to whatever safeguarding implications the new Act brings.

5.4 To incorporate emerging issues in other areas that impact on adult safeguarding

Over the last few years there has been a closer focus on a number of areas which impact on adults safeguarding, children's safeguarding and community safety. Examples of these are modern slavery, child sexual exploitation, domestic abuse, county lines and PREVENT. All partners have a role to play in ensuring their own agency's processes for reporting and managing issues of this nature are robust. There is also a need for all agencies to provide consistent, appropriate and timely responses to members of the public.

For the duration of the last strategy we have forged greater links with the Safeguarding Children's Board, the Community Safety Partnership and the Humber wide Modern Slavery Partnership.

During the period of this current strategy we aim to work more closely in all the emerging issues where we are able and specifically this may include:

- Hosting specific training and learning events
- Attending community events to raise awareness of issues which may impact on adults
- Provision of a comprehensive data set to the Board
- Sharing relevant information with professionals and the public via our Board website

The SAB will actively engage with the wider health and social care system to enable people to make informed lifestyle choices to help to keep themselves safe. We will be visibly present in many locations across the East Riding and with colleagues from the community and voluntary sectors in order to implement this objective.

5.5 To increase service user and carer involvement

During the period of the previous strategy we have worked hard with communities to increase the profile of adult safeguarding and make more people aware of what to do if they are concerned that an adult may be at risk of abuse.

The way we have done this has been by attendance at key events such as the Annual Driffield Show and National Carers Day. We have also ensured our website is publicly accessible with a range of relevant information. During the latter part of the previous strategy the Board became visible on social media.

For the period of this new strategy we will increase our work with the public and service users by:

- Having a representative from the Carers Advisory Group on the Board.
- Working with partner agencies' service user groups and third sector groups such as MENCAP to develop easy read information.
- Auditing safeguarding s42 outcome reports so that we can understand what people felt about the safeguarding process and whether it made a difference and if not then looking at what actions we could put in place to help improve this.
- Working more closely with Healthwatch when opportunities arise.

5.6 To seek better evidence of how the Board is making a positive difference for adults at risk of harm

During the period of the previous strategy we produced a dashboard of data which provided some information to the Board about the prevalence of safeguarding activity, the most frequent types of abuse reported and the number of s42 safeguarding enquiries. We have also produced an overarching SAB Performance Framework which will evolve further as it is embedded.

Our priority for the period of this strategy is to ensure that the dashboard is further improved so that it includes agreed data from our partners. We will start this work with our core partners; these being the NHS, local authority and the Police, and then over time develop a phased approach of receiving agreed performance data from a range of non-core partners.

We will ensure that we use the expertise within partner agencies so that at the point the data is presented to the Board it has all been verified and there is ownership of it by the partners.

Additionally, as part of our ongoing assurance, we will continue with the partners annual self-assessment and challenge process.



5.7 To increase the Board's knowledge of the whole social and healthcare market

During the period of the previous strategy we increased engagement with the independent care providers through the local authority's Care Sector Forum. We attended this forum to discuss key issues of relevance and also to gain their input into some of our training and guidance.

We want to build on this work and have already committed to providing support, advice and guidance to the forum. In addition we have also committed to working more closely with the local authority's Quality Development and Monitoring team who have a range of intelligence on care providers which the Board would like to make more use of. We will also become active members of the Provider Concerns group where information is shared about specific providers and this will help the Board understand more about the social care market.

We have developed a closer relationship with the Care Quality Commission (CQC) who are now members of our Board. When there is a need to share intelligence between the CQC and the Board this has happened in a timely way.

5.8 To work more closely with communities

During the period of the previous strategy we delivered a number of safeguarding awareness raising sessions to various community groups including Neighbourhood Watch, church groups and third sector groups like the Alzheimer's Society. As it became evident that there was increased demand for this we made arrangements for East Riding Voluntary Action Service (ERVAS) to lead this work on our behalf as the providers of support and training the community and voluntary sector. This piece of work which was funded by the SAB enabled people who work in the voluntary and community sector (either paid or voluntarily) to know how to recognise signs of abuse or neglect and to know what to do if they are worried about someone within their service. A Development Officer was appointed to deliver awareness raising sessions to VCS groups, and to assist them with the development of safeguarding policies and procedures. This work was later transferred into a bigger contract managed by Humber Teaching Foundation Trust and the SAB will continue to receive regular updates on progress.

We recognise that as safeguarding has evolved, so have the range of agencies who realise that they can also influence the work we do. We would therefore like to continue to reach out to some wider communities such as faith groups and the ethnic minority and other minority /hard to reach groups, as long as this does not impact on the work which is within the community contract led by Humber Teaching Foundation Trust.

5.9 To increase the focus on people who receive services in their own home

In the previous strategy we reported that there had been a significant increase in the number of reports of abuse taking place in people's own homes. However over the last two years there has been a marked turnaround in reporting which has shown that the East Riding is now one of the lowest reporters of concerns from a person's own home.

We now want to understand why this is the case and we intend to undertake some further analysis to find out the reasons behind the figures and to put in place some targeted work with our partners. This may include any of the following: additional training to community services (District Nurses, therapy services and GPs undertaking home visits), engagement with Quality Development Monitoring Officers who have intelligence on domiciliary providers and other targeted work with community groups who look out for vulnerable people.



Section 6: Key points from this strategy 2019-22

Our Vision:

The East Riding of Yorkshire is a place where adults at risk of harm are able to live an independent life free from harm where:

- abuse is not tolerated
- everyone works together to prevent abuse
- services respond effectively when abuse is suspected or happens

Board objectives:

Ensure the voice of the service user is heard in the Board, its partners and sub-groups

Improve communication, by increasing a range of accessible information for service users and the public about adult safeguarding

Use data more intelligently to improve safeguarding outcomes across the East Riding

To increase the prevention of abuse across the wider focus of the health and wellbeing agenda

Take a "think family" approach to safeguarding in which we will engage and empower more adults to be involved in all discussions and actions which are about them and their families

Work together to make sure adult safeguarding standards keep adults safe and minimise risk of harm

Demonstrate assurance that outcomes from any learning (including Safeguarding Adults Reviews) improves safeguarding effectiveness in the East Riding

Demonstrate assurance that emerging cross-cutting themes that may have an impact on adult safeguarding are responded to and fully addressed

Ensure adults who do not have a voice themselves are represented and have appropriate support and the means to express their views



NOTES



www.ersab.org.uk





If you are concerned about someone suffering abuse or neglect, please call:

East Riding of Yorkshire Safeguarding Adults Team

Telephone (01482) 396940

Monday to Thursday 9am - 5pm

Friday 9am - 4.30pm

Out of Hours Emergency Duty Team

Telephone (01377) 241273 Telephone

This document can be made available in other languages or formats if required. To request another format, please contact us on Tel: (01482) 396940 or Email: sab@eastriding.gcsx.gov.uk



Safeguarding is everybody's business