

# SAFEGUARDING STRATEGY

## 1. Introduction

1.1 The Vulnerable Adult Safeguarding Board (VASB) is responsible for co-ordinating working arrangements related to Safeguarding and Adult Protection in Shropshire and Telford & Wrekin. The Board is made up of senior representatives from partner agencies across Shropshire and Telford & Wrekin, and oversees the development of all work in relation to the protection and safeguarding of vulnerable adults. This includes

- Developing a strategy
- Reviewing the progress against the strategy
- Monitoring the implementation of the associated action plan.

1.2 The Board also has agreed terms of reference, which are set out in the Multi-Agency Adult Protection Policy.

1.3 In developing this strategy, the Board supports the implementation of the Multi-Agency Adult Protection Policy and Procedures, but also acknowledges its role and responsibility within a broader remit relating to safeguarding.

1.4 Our broad working definition of Safeguarding is

*‘The process of protecting vulnerable adults from abuse and neglect, and of ensuring that their safety and well-being is assured and promoted’*

## 2. Principles

2.1 The Board recognises that this strategy exists within the context of other strategies, plans and frameworks which are addressed to keeping people safe from a wide range of harm, accidents, crime, ill health etc and will seek to make positive links to them.

2.2 The Board has a zero tolerance of any form of abuse against any child or adult.

- 2.3 The Board is committed to the prevention of abuse of vulnerable adults and the reduction of the risk of such abuse.
- 2.4 The Board recognises that this commitment will require a robust and effective inter-agency partnership involving public bodies and private and voluntary organisations working together on a range of activities which aims for the elimination of abuse and the reduction of risk from abuse and harm.
- 2.5 The Board expects each partner organisation to participate actively in its deliberations, and to have systems and working practices in place, which demonstrate a commitment to the elimination of abuse and reduction of risk from abuse and harm.
- 2.6 It is the Board's commitment that all the benefits of a safeguarding strategy including universal access are an entitlement of all adults in Shropshire and Telford & Wrekin irrespective of their race, nationality, gender, sexuality, age disability or religion (see also Equalities section below)
- 2.7 The Board recognises that:
- Individuals retain a responsibility to keep themselves safe in proportion with their degree of mental capacity
  - A person is not to be treated as unable to make a decision merely because s/he makes an unwise decision (MCA 2005 S1(4)).
  - Some people will have a particular need and entitlement to external protective or safeguarding measures
- 2.8 The Board is committed to a person-centred approach to safeguarding, which places vulnerable people at the centre of all considerations, respects and supports the entitlement of vulnerable people to take informed risks and facilitates this right through the availability of advocacy.

### **3. Aims**

The aims of this strategy are :

- 3.1 To provide a framework within which all partner agencies can work, in order to protect and safeguard vulnerable adults.
- 3.2 To provide a clear strategic direction for all safeguarding work within the following areas:
- Information & Publicity
  - Learning & Development
  - Prevention and reduction of risk of harm for vulnerable adults
  - Partnership and co-ordination

- Management and ongoing review and development of the Multi Agency Adult Protection Policy and its procedures
- Development of a performance and quality framework
- Working and engaging with vulnerable adults, their families and carers
- Ensuring a strategic approach to advocacy
- Ensuring that adult protection and safeguarding work is consistently carried out in line with the principles of Equality and Diversity

#### **4. Objectives**

The key objectives for this strategy are :

- 4.1 To embed safeguarding in every aspect of community life and that all community and public services share this responsibility
- 4.2 To ensure that safeguarding principles are reflected in all strategies and action plans developed by partnership members
- 4.3 To develop a culture of openness which includes
  - Sharing information,
  - Commitment to reflective learning on good and poor safeguarding practice
  - Sharing of best practice and lessons learned.
- 4.3 To identify key areas of safeguarding work to be undertaken, and to prioritise and co-ordinate effective work-plans.
- 4.4 To involve vulnerable adults proactively in safeguarding processes, and to develop advocacy services to support this
- 4.5 To recognise and to respect the important role played by informal carers in the lives of many vulnerable adults , and to ensure that accurate and accessible information is available to them about the safeguarding process
- 4.5 To ensure that beneficial outcomes are equally available to all vulnerable adults, regardless of their background and status
- 4.6 Individuals who direct their own care will benefit from the same level of safeguards as others
- 4.7 To provide a consistent approach and develop services to reduce the risk of harm to vulnerable adults. This includes proportionate

responses to risk of harm and ensuring the most vulnerable adults in our community are safeguarded

## **5. Priorities**

The key Priorities for this strategy are:

- 5.1 To identify early risk factors and repeat requests for help across agencies
- 5.2 To involve service users and vulnerable adults in all aspects of work undertaken by the Board
- 5.3 To ensure compliance across agencies with the Multi-Agency Adult Protection Policy and its procedures and to promote a consistent approach to responding to allegations of abuse, and to reducing the risk of harm to vulnerable adults.
- 5.4 To develop a Learning & Development Training Strategy and Plan, to ensure that the workforce is competent in protecting vulnerable adults and responding to allegations of abuse appropriately
- 5.5 To ensure that all vulnerable adults who are subject to abuse and/or at risk of harm are afforded equal access to the Criminal and Civil Justice systems.
- 5.6 To help individuals who arrange their own care to protect themselves, reduce the risk of harm, and to ensure that they know how to seek help in keeping themselves safe

## **6. Equalities**

- 6.1 It is the Board's commitment that all the benefits of a safeguarding strategy, including universal access are the entitlement of all adults in Shropshire and Telford & Wrekin, irrespective of race, nationality, gender, sexuality, age, disability or religion.
- 6.2 Access to the benefits of safeguarding will be available to adults in the area, irrespective of their living arrangements, and will include people
  - Living at home (regardless of tenure)
  - In hospital
  - In care or nursing homes
  - In custody
  - In detention under Mental Health legislation
  - Of no fixed abode
- 6.3 In line with this part of the strategy, agencies are committed to identifying, and wherever possible reducing or removing institutional

barriers to access, including barriers of language, communication and literacy

- 6.4 To this end, the Board will give positive consideration to inviting local equalities and human rights developments agencies (such as TREDP) to take up Board membership.
- 6.5 The Board asserts a commitment to universal entitlement to advocacy services to vulnerable groups, but recognises that many barriers remain to be overcome, before this is realised
- 6.6 Each of the agencies represented on the Board is committed to compliance with these obligations

## **7. Performance framework**

- 7.1 The Board will develop a performance framework which will monitor activity and assist the delivery of positive and successful outcomes for all safeguarding work
- 7.2 All agencies within the local safeguarding partnership will participate in the development and implementation of the performance framework, and will each be subject to the obligations which it imposes.
- 7.3 The framework's main focus will be on the reduction of risk and harm, and on the promotion of safety, wellbeing and choice for vulnerable adults

## **8. Information and Publicity**

- 8.1 The Board is committed to the effective provision of information and to the co-ordinated raising of public awareness about Adult Protection and safeguarding processes, across the community. Some aspects of this provision will be generic and universal, while other will be specific and targeted.
- 8.2 The Board will build upon the structures and initiatives which are already in place for the delivery and sharing of information
- 8.3 The Board will support innovation in raising awareness across the community about safeguarding and Adult Protection, and will strive to raise awareness in areas which have previously received little attention, notably faith and religious groups and Parish Councils
- 8.4 Information in this area will be accessible and meaningful to as many people as possible, and will take account of the communication and language differences between many vulnerable people

## **9. Training & Development**

see Appendix 1 below – Training Strategy

## **10. Involvement and Engagement of vulnerable people**

- 10.1 The Board recognises that seeking the views and opinions of vulnerable people is an essential aspect in the development and planning of safeguarding work.
- 10.2 The Board will therefore build upon existing consultative structures with individuals and groups, when it develops plans and initiatives
- 10.3 The Board will determine what additional innovative means are required to strengthen the involvement and contribution of vulnerable adults and their carers and representatives in the process
- 10.4 The Board will research and identify best practice in other local safeguarding partnerships who are seen as being further ahead in this respect

## 11. Action Plan

	Action	Responsibility	Target date	RAG
11.1	To undertake whatever revision and relaunch of the Multi-Agency Adult Protection Policy and procedures as are appropriate following the recent service inspections by the Care Quality Commission, and any other legislative or regulatory changes which are relevant	P Clarke/J McGillivray	31.10.11	
11.2	To develop and implement systems which ensure that all information regarding potential risks to the safety and welfare of vulnerable adults is promptly and appropriately shared. This is especially relevant in the context of repeated expressions of concern	D Robson/P Clarke	31.12.10	
11.3	To ensure that safeguarding requirements are embedded in all contracts let by agencies within the safeguarding partnership. Compliance with this measure should be monitored, and appropriate corrective action taken in the case of any breach.	Contracts sections in both LAs and other agencies	31.12.10	
11.4	To develop within each of the agencies within the local safeguarding partnership a safeguarding performance framework which relates to the agencies' performance in the areas of <ul style="list-style-type: none"> <li>• Reduction of harm</li> <li>• Training and competence</li> <li>• Achievement of successful outcomes for vulnerable people</li> </ul>	All agency representatives	31.12.11	
11.5	Within the review of the Multi-Agency Adult Protection Policy & Procedures, to insert reference to the availability and arrangement of advocacy at an early stage, ie within the APF1 form. Any identified need which cannot be met should be recorded and reported to the Board.	P Clarke/J McGillivray	31.10.11	

11.6	To identify groups and communities who currently have little contact with mainstream safeguarding and support frameworks eg Temples, Mosques, Parish Councils etc, and to work with them towards a better awareness of safeguarding and its potential benefits	D Robson/P Clarke	31.3.11	
11.7	To develop within the professional system a commitment to removing such barriers as exist to involvement with these groups and communities, and to develop innovative means of awareness raising and publicity	D Robson/P Clarke	31.3,11	
11.8	To develop a consistent approach to supporting vulnerable adults in accessing services which address the reduction of harm from domestic abuse	All agency representatives	31.3.11	
11.9	To continue to promote and support World Elder Abuse Day, and to plan a further generic Safeguarding Awareness day, around 6 months after World Elder Abuse Day, which covers all service areas	J McGillivray/P Clarke	31.12.10	
11.10	To seek details of the experiences of vulnerable adults with the adult protection process, and to ensure that lessons are learnt. This may include <ul style="list-style-type: none"> <li>• Development of the existing closure form to make it more interactive and customer focussed</li> <li>• Development of instant feedback mechanisms, postcards etc</li> <li>• More formal feedback surveys</li> </ul>	J McGillivray/P Clarke/D Robson	31.3.11	
11.11	To confirm minimum levels of staff training for agencies within the safeguarding partnership, and implement	S Chandler and training subgroup	31.12.10	
11.12	To introduce competency-based training across the safeguarding partnership	S Chandler and training subgroup	31.12.10	
11.13	To develop both the range of training and the training resources available to partner agencies	S Chandler and training subgroup	31.12.10	



## Appendix1

### VULNERABLE ADULT SAFEGUARDING BOARD TRAINING STRATEGY FOR SHROPSHIRE AND TELFORD AND WREKIN

#### Introduction

The Vulnerable Adult Safeguarding Board (the Board) has oversight of adult safeguarding activities for Shropshire and Telford and Wrekin. The Board includes representatives from:

- Telford and Wrekin Council
- Shropshire Council
- NHS Telford and Wrekin
- Shropshire Primary Care Trust
- The probation service
- West Mercia Police
- Shrewsbury and Telford Hospitals
- South Staffordshire and Shropshire Healthcare NHS Foundation Trust
- Voluntary sector organisations and groups across both authority areas
- Shropshire Partners in Care (SPIC)
- Prison Service

The Board established a sub-group to which it delegated development and implementation of a Safeguarding training strategy. This builds upon the considerable workforce development and inter-agency working in this area to develop a fully co-ordinated approach which will be monitored by the Board. This strategy underpins the need to shift the focus to encompass the prevention agenda as well as safeguarding those already identified as experiencing adult abuse.

This strategy sets out the approach to further developing the training with a particular focus on how we:

- Achieve a consistent approach so that people with comparable responsibilities in each organisation achieve the same level of competence and this is transferable;
- Increase the availability of training by working jointly to increase capacity;
- Enhance the development available to professionally qualified staff in order that they may better fulfil their obligations as independent practitioners;
- Develop a new level of training at the basic awareness stage so that all staff can be made aware of safeguarding;
- Develop a rationale for deciding who requires what competence and how they achieve and demonstrate this;
- Design the competency framework that governs the training programme;

- Develop the mechanism by which managers can assess and monitor the competence of their workforce to safeguard adults;
- Focus on the prevention of the abuse of vulnerable adults as well as appropriate action once instances are identified;
- Recording attendance at adult protection training and monitoring and acting upon non-attendances.

## **Reporting**

The strategy is owned by the training sub-group of the Adult Safeguarding Board. The sub-group will report on achievement under this strategy to the Board.

## **Development of Competencies**

The development of competencies will be overseen by the sub-group.

The development will involve:

- Consideration of different behavioural competences that will be expected to be exhibited by different categories of roles;
- Development of those behaviours into a framework;
- Alignment of the framework with a new training programme 'menu'
- Development of a tool to allow managers to evidence achievement of competence in their staff.

## **Development of the Training Programme**

The development of the refreshed training programme will be overseen by the sub-group.

The development will involve:

- Careful consideration of how the existing training programme meets competency outcomes (above);
- Consideration of how to fill the gaps (in particular, the development of an entry-level awareness element);
- Consideration of learning interventions to supplement or as alternatives to the face to face delivery of training;
- Development of a robust evaluation and quality assurance methodology to demonstrate effectiveness of training in delivering competence that considers both the trainer and the training course.

## **Accessibility and Inclusiveness**

Training should support all health and social care practitioners, whether paid or unpaid, across Shropshire and Telford and Wrekin, whether in public bodies or in private or voluntary organisations.<sup>11</sup> The training will respond to the needs of all individuals including workers, personal assistants and service

users and carers. Its focus will be to support their roles within the Vulnerable Adult Safeguarding Policy and Procedures. Achieving this will involve:

- Undertaking an equality impact assessment and/or equality impact needs assessment;
- Ensuring access to training activities with particular regard for:
  - The need to make training accessible to people that do not work normal office hours;
  - Internet access not being readily available to all;
  - People for whom English is not their first language;
  - People living in rural locations without regular access to transport; and
  - Other barriers as identified.

### **Monitoring of Performance**

The following criteria will be considered when monitoring performance against this Strategy:

- Recording of who has been trained
- Quality assurance of training activity
- Evaluating effectiveness of competence development
- Evaluate success of multi-agency approach

### **Identification of Need**

The group will agree a set of criteria to decide which roles require which level of competence, and hence which training.

This will be fed into the Adults Integrated Workforce Strategy Group to be included in the local strategy for workforce development for Shropshire and Telford and Wrekin.

### **Review and Revision**

This strategy will be reviewed annually.

Reviews will also take place at any time when the Adult Safeguarding lead for any participating organisation identifies learning following an investigation.