



# South Gloucestershire Safeguarding Adults Board Business Plan 2018-2020



# Empowerment

## What Does this Mean?

People should be supported and encouraged to make their own decisions. This should be done by:

- Making services more personal
- Giving people choice and control over decisions
- Asking people what they want the outcome to be

## What does this mean for the adult?

You are asked what you want to happen and services plan safeguarding round this

Actions	Lead	When	Outcomes
Include questions about outcomes within Multi-Agency audits, to look for evidence of empowerment across agencies	Quality Assurance Sub group	From September 2018	
Performance data to include qualitative data about outcomes	Quality Assurance Sub Group	June 2019	
Improve use of safeguarding questionnaire, currently in use: <ol style="list-style-type: none"> <li>Analysis and learning from responses</li> <li>Higher proportion completed</li> <li>Develop new ways to reach people in addition to the paper questionnaire</li> </ol>	Communication and Engagement Sub group	July 2019	
Explore what is being done by other boards and seek out best practice	Board Manager	January 2019	
Promote the six principles to ensure people living in South Gloucestershire know about them and see that they are integrated into their care and support <ol style="list-style-type: none"> <li>Provide leaflets</li> <li>Social media campaign</li> <li>Explore other options for communicating ie. Via prescriptions</li> <li>Increase number and quality of public awareness campaigns</li> <li>Include messages that empower victims of abuse to speak up</li> </ol>	Communications and Engagement Sub Group	From January 2019	
Review multi and single agency audits about practice to identify if people are being supported to make their own decisions	Quality Assurance Sub Group	Every quarter	

# Prevention

## What Does this Mean?

Organisations should work together to stop abuse before it happens by:

- Raising awareness about abuse and neglect
- Training staff
- Making sure clear, simple and accessible information about what abuse is and who to ask for help

## What does this mean for the adult?

Will get clear and simple information about what abuse is and who to ask for help

Actions	Lead	When	Outcomes
Safeguarding Literacy <ol style="list-style-type: none"> <li>Conduct an audit of board member agencies to identify levels of knowledge and confidence of practitioners in identifying and responding to risk</li> <li>Include information about early signs/indicators and early help in safeguarding training across partner organisations</li> </ol>	Learning and Development Sub group	January 2019	
Capture information of repeat low level contacts to Adult Social Care, conduct an Early Help themed audit based on this data	Quality Assurance Sub group	March 2019	
Safer Recruitment - Produce guidance for partners and provider organisations about safer recruitment, the use of Making Safeguarding Personal in interview questions; value based interviewing. Include Induction processes – ensure the thread of MSP is continued through induction	Policy and Procedures Sub group	August 2019	
Review Policies and procedures and paperwork/templates to ensure they reflect Making Safeguarding personal and are written in clear, jargon free language.	Policy and Procedure Sub group	April 2019	
Reports from Commissioners in South Gloucestershire to the board about commissioning process for packages of home care & placements.	Commissioners	Annual at SAB commencing March 19	
Publicise 'what good looks like' leaflet within the community and via agencies, once it is developed as part of action plan for Nightingale SAR	Board members	Following publication – expected Feb 19	

# Proportionality

## What Does this Mean?

When dealing with abuse situations services must ensure that they always think about the risk. Any response should be appropriate to the risk presented. Services must respect the person, think about what is best for them and only get involved as much as needed.

## What does this mean for the adult?

Services think about what is best for you and only get involved when they need to.

Actions	Lead	When	Outcomes
Review Safeguarding Paperwork (SA3/SA7) to ensure it fits with Making Safeguarding Personal and the Mental Capacity Act	Policy and Procedure Sub group	October 2019	
Create a template tool for providers that supports Mental Capacity Assessments and Best Interest Decision Making	John White MCA & DOLS Lead	March 2019	
Produce Practice Guidance around risk assessment Include identifying and establishing lead worker, and accountability for ensuring MCA is reviewed throughout the journey for an individual	Policy and Procedure Sub group	October 2019	
Invite representative from Advocacy Service to become Board member	Board Manager	December 2018	
Escalation procedure. Once adopted by SAB, publish, disseminate. Consider ways for SAB to assured of its effectiveness	Communication and Engagement Meeting	December 2018	
Learning from a critical friend. Report reflecting on the findings of the LGA Review	Anne Clarke	March 2019	
Front Door Decision Making, report to the LSAB following audit work being undertaken	Catherine Parry	March 2019	

# Protection

## What Does this Mean?

Organisations must ensure they know what to do when abuse has happened by:

- What to do if there are concerns
- How to stop abuse
- How to offer help and support for people at risk

## What does this mean for the adult?

You get help and support to tell people about abuse and can get involved in safeguarding as much or as little as you want

Actions	Lead	When	Outcomes
Legal Literacy. 1. Ensure current learning includes up to date information about the statutory framework 2. Organisational safeguarding –New managers letter sent to providers 3. Review information given on SGSAB website	1.L&D Sub group 2.Judy Eke 3.Board Manager	1. June 2019 2. Monthly, in place 3.March 2019	
Review Multi Agency Training to ensure the six principles are embedded within the training programme	Learning and Development Sub group	June 2019	
Increase training offer to include workshops/development opportunities about: <ol style="list-style-type: none"> <li>Confidence in difficult conversations</li> <li>Chairing difficult meetings</li> <li>Professional curiosity and Respectful challenge</li> </ol>	Learning and Development Sub group	September 2019	
Multi-Agency Audit about transition points, where information is shared between services/out of area/county	Quality Assurance Sub group	November 2019	
Sexual Exploitation in Adults <ol style="list-style-type: none"> <li>Develop policy and guidance</li> <li>Consider training opportunities required for practitioners</li> <li>Develop awareness raising among practitioners and residents of South Gloucestershire</li> <li>Explore inclusion of SE monitoring in the data report</li> </ol>	Sub group chairs	August 2019	

# Partnership

## What Does this Mean?

Organisations should work in partnership with each other and local communities. Local people also have a part to play in preventing, detecting and reporting abuse.

## What does this mean for the adult?

Staff look after your personal information and only share it when this helps to keep you safe

Actions	Lead	When	Outcomes
<p>How loud is the voice of the Service User at the Board?</p> <ul style="list-style-type: none"> <li>a. Start each board meeting with a case study</li> <li>b. Engage with existing service user groups and visit to give information about safeguarding and listen to their views</li> <li>c. Engage with service users to become members of sub groups</li> <li>d. Consider service user involvement at the full board meetings</li> </ul>	<p>Board Manager  Communications and Engagement sub group and Sub group chairs</p>	<p>Quarterly at every board From January 2019</p>	
<p>Partner organisations conduct a self-assessment based around Making Safeguarding Personal</p>	<p>Board Manager</p>	<p>October 2018</p>	
<p>Invite an IMCA representative to sit on the Board</p>	<p>Board Manager</p>	<p>November 2018</p>	
<p>Training and Information focus for community based staff, (eg. Community meals service, PCSOs, Taxi drivers)</p>	<p>Learning and Development Sub group</p>	<p>July 2019</p>	
<p>Review how learning from SARs and Case reviews is disseminated and embedded in practice</p>	<p>SAR Sub group</p>	<p>March 2019</p>	
<p>Evaluate effectiveness of communications and campaigns Explore research evidence about effective engagement</p>	<p>Communication and Engagement Sub group</p>	<p>Summer 2019</p>	

# Accountability

## What Does this Mean?

Safeguarding is everybody's business. Everyone must accept that we are all accountable as individuals, services and as organisations. Roles and responsibilities must be clear so that people can check how safeguarding is done.

## What does this mean for the adult?

You know what all the different people should do to keep you safe.

Actions	Lead	When	Outcomes
Check and test that information is reaching staff at all levels/job roles. <ul style="list-style-type: none"> <li>a. Practitioner survey</li> <li>b. Mystery shopper exercise</li> </ul>	Board Manager	January 2019	
Establish whether staff in all agencies: <ul style="list-style-type: none"> <li>a. Know about the six principles</li> <li>b. Work to them</li> <li>c. Use them as they do their jobs</li> </ul> Request updates from partners sharing areas of good practice and areas of weakness at each board	Board Members	Quarterly at board meetings from start of 2019	
Produce a factsheet for families where a family member is involved in Safeguarding	Communications and Engagement Sub group	March 2019	
Establish a risk register for SAB	Board Manager	October 2018	
Consider ways to reach and support providers that do not report safeguarding concerns. Report to LSAB	Judy Eke	June 2019	