



WALSALL SAFEGUARDING ADULTS BOARD

**Multi-agency safeguarding strategy to protect adults with care and support needs
2015-2018**

Foreword by the chair

This three year strategy sets out Walsall Safeguarding Adult Board (WSAB) vision for the future of safeguarding. The strategy is about preventing abuse of some of the most vulnerable people in Walsall Borough, and explains how we work together to make the borough a safer place where people can live free from harm and abuse. The strategy relies on partner organisations to make it work.

Jane Evans
Independent Chair Walsall Safeguarding Adults Board

1 Introduction

- 1.1 The Walsall Safeguarding Adults Board (WSAB) is made up of a group of senior managers from the main statutory and non statutory services that provide health, social care, housing and public protection services to communities across Walsall. The Board also has representatives from the independent sector, voluntary and community services and we are currently exploring how to develop effective representation from adults who use services. This will ensure the Board understands what matters to people who need support to keep themselves safe.
- 1.2 The Board meets every two months and provides leadership and strategic direction to ensure all agencies effectively work together to reduce the risks experienced by adults with care and support needs due to age, disability, or other circumstances. It also aims to ensure agencies work together to protect adults who have experienced abuse and neglect.
- 1.3 This document sets out the Board's three year strategy for 2015 – 2018 and sets out the Board's vision, objectives and principles.
- 1.4 The strategic themes underpin the priorities and actions the Board members will pursue through Annual Business Plans. This document will also explain how we will know we have achieved effective outcomes for adults who have experienced abuse and neglect.
- 1.5 The Board strongly believes that safeguarding is everyone's responsibility - professionals, members of the public, and communities must play their part in preventing, detecting and reporting concerns they have about who are at risk of, or are experiencing abuse and neglect. Supporting this way of working will ensure everyone takes their responsibility to safeguard some of the most vulnerable members in our society.
- 1.6 The Board is keen to ensure "Dignity in Care" is fully embedded to ensure that people who are either in care, or receive care in their own home, are treated as individuals, given choice, control and a sense of purpose in their daily lives. If people are treated with dignity they will be less likely to experience abuse and neglect.

- 1.7 Walsall's overall population is predicted to increase over the next 10 years by 5.1% from 270,900 in 2012 to 284,700 in 2022. In addition to this, Walsall's older population (those aged 65 and above) is also predicted to increase by 13.8%, with the number of people 85 year and older increasing from 47,200 in 2012 to 53,700 in 2022 (see figure 1 below). Planning to meet the needs of a growing number of older people must be incorporated within key strategic priorities in Walsall
- 1.8 Walsall also has a culturally-mixed population. People of Indian, Pakistani and Bangladeshi background form the largest minority ethnic groups in Walsall. The number of Non-UK Born residents in Walsall has increased by 3.7% (or 9,859 people) between the 2001 and 2011 censuses (see figure 2). Walsall now has a small Eastern European population who make up about 1% of the area residents (2,681 people in total). Access and the appropriate provision of services depend upon a well-informed understanding of the specific needs of these different communities
- 1.9 The number of births in Walsall has also grown from 3,199 in 2001 to 3,816 in 2012 this is an increase of 19.3% during the 11 year period (see figure 3 below). This increase will have an effect on the usage of local health and council services including children centres and primary schools
- 1.10 A key challenge in multi-agency safeguarding work is to ensure that everyone involved is clear about who is doing what, when, how and why.
- 1.11 Whilst the Local Authority has a number of lead agency duties to safeguard adults with care and support needs. The responsibility for avoiding, detecting, making enquiries into, and responding to abuse and neglect must be shared by all staff across all organisations in Walsall.
- 1.12 This means all agencies will need to share a common understanding of what constitutes abuse and neglect, how to respond to a safeguarding concern and what their role is to support the adult effectively.
- 1.13 The Board will ensure its membership, supporting structures and governance arrangements remain under review as a means of driving ongoing improvements to safeguarding adults with care and support needs.

2 **Our Vision**

- 2.1 Walsall Safeguarding Adults Board [WSAB] is committed to ensuring the Borough of Walsall is a place where all adults with care and support needs, regardless of background, or personal circumstances, can live a life that is free from the fear of, or experience of abuse and neglect.

2.2 The Board are keen to ensure that professionals, members of the public, and communities understand that Walsall is a place where:

- Abuse is not tolerated
- Everyone works together to prevent abuse and neglect
- When abuse is suspected or witnessed, agencies work together to ensure adult(s) experiencing abuse are safeguarded
- People who are victims of crime are supported to seek redress through the Courts or other civil routes.

3 **Our Objectives 2015 – 2018**

3.1 The Boards strategic plan will be supported by the following objectives, which will remain subject to review to ensure they reflect Legislative and Social Policy changes and other significant developments at a local and national level:

- To prevent abuse wherever possible and ensure all agencies deal swiftly and conclusively with any reported abuse or neglect, and ensure lessons are shared from individual enquiries or safeguarding adults reviews;
- To publish a three year strategy which will be delivered through the Boards annual business plan and report on the achievements and areas of improvement for the Board through the annual report;
- To provide information and awareness raising campaigns that supports adults with care and support needs, their families, carers and members of the public to become more informed about safeguarding adults;
- To support organisations to deliver personalised safeguarding responses which meet the outcomes and expectations of the adult who has experienced abuse and neglect and in accordance with the Mental Capacity Act.
- To ensure ongoing support is provide to adults who have experienced abuse and neglect, their families and carers. This will include ongoing support that is required to help individuals recover from abuse, and support that is needed throughout the course of a criminal investigation and court procedures;
- To actively seek the views of adults with care and support needs, their families, carers and members of the public and involve them in helping to shape ongoing improvements that help prevent abuse and neglect;
- To agree, implement and monitor a performance management framework that measures performance of agencies and the quality of

experience from adults who have experienced abuse and neglect;

- To agree a series of single agency and multi agency audit systems to ensure the Board can evidence how it hold organisations to account for the work it is doing to safeguard adults;
- To support the ongoing development of a skilled and competent workforce to safeguard adults through the provision of training, information sharing and awareness raising across agencies;
- To be assured that the Walsall Children's Safeguarding Board and the Walsall Safeguarding Adults Board work together to ensure young people in transition are effectively safeguarded in accordance with their wishes and outcomes, and there are effective joint when resolutions require cross Directorate involvement;
- Develop a safeguarding charter that sets out the rights of all adults with care and support needs and their carers;
- To agree a mechanism for an external review of the Boards performance to ensure there is independent scrutiny of the Boards achievements and areas for improvement.

4 Our Principles

4.1 The work of the Board is guided by six key principles:

- **Empowerment:** Adults know what abuse is and what they can do to keep safe and seek help. Adults are provided with information they need, in a way they understand and supported to make their own decisions wherever possible.

When an adult is unable to make their own decisions organisations will ensure any actions agreed are undertaken in their best interests and in accordance with the requirements of the Mental Capacity Act.

- **Prevention:** Organisations will need to demonstrate how they are working to prevent adults experiencing, or being at risk of experiencing avoidable abuse and neglect.

To support personalised safeguarding responses this will include the need to demonstrate how organisations recognise and respect what the adult is able to do and what they need help with. This will support adults to recognise and manage risks they experience now and in the future.

- **Proportionality:** Adults are asked what they want to happen as a result of a safeguarding concern being raised and their views directly inform what action follows. This will ensure actions are taken in accordance with the adults wishes and are proportionate to the level of

current and ongoing risk experienced.

- **Protection:** Adults are supported to manage the risks they experience as a result of a safeguarding concern being raised, and the help they receive makes their situation better. When decisions are made that the adult does not agree with (or cannot agree), the reason for this actions is fully explained to the adult.

Examples of this would be when a crime is suspected, the level of risk is significant, there is an overriding public concerns about the safety and welfare of other adults or children, there are concerns that the adult is not making a free decision due to coercion from another person, and/or the adult does not have the mental capacity to make decisions about actions to safeguard their welfare.

- **Partnership:** Organisations work together to ensure adults receive help and support from the people best placed to safeguard them and help them feel safer.
- **Accountability:** The roles and responsibilities of individuals and organisations who have a responsibility for safeguarding adults is clearly understood, and people know what action they can take if individuals or organisations do not fulfill their responsibilities.

4.2 These principles are supported by a set of shared commitments which each Board member and organisation represented at the Board have signed up to:

- Each Board member and organisation represented at the Board will have a zero tolerance of any kind of abuse and neglect;
- Each Board member will ensure their organisation works proactively to ensure the services they provide or commission provide high quality personalised care, which helps prevent abuse and neglect occurring;
- Each Board member will ensure their organisation cooperates effectively with the Local Authority as required by S.6 of the Care Act 2014 to safeguard adults from all forms of abuse and neglect, whether caused by an individual or organisation;
- Each Board member will ensure their organisation cooperates and is clear about their individual and collective roles and responsibilities in accordance with the S42 duty of enquiry in response to a safeguarding concern, and the duty to develop a safeguarding plan to safeguard an adult now and in the future;
- Each Board member will ensure their organisation upholds their individual and collective responsibilities to safeguard adults in accordance with the Human Rights principles of fairness, privacy, respect, equality and dignity;

- Each Board member will ensure their organisation upholds their individual and collective responsibilities to safeguard adults in accordance with the requirements of the Mental Capacity Act and people's rights to make decisions about all aspects of their life, including risk:
- Each Board member will ensure their organisation upholds their individual and collective responsibilities to support adults to be involved in all decision making (including those including risk and harm), and that decisions made on their behalf are in their best interests;
- Each Board member will ensure their organisation upholds their individual and collective responsibilities to safeguard adults in accordance with the principles of making safeguarding personal to ensure responses are in accordance and agreeable to the adult (of their advocates) who has experienced abuse, or neglect;
- Each Board member and their organisation is accountable to the Board for ensuring that the principles, priorities, and actions set out in this strategy are cascaded throughout and embedded within their organisations.

5 Strategic themes

5.1 Taking into account developments at a local and national level and the outcome of consultation with organisations that are represented at the Board, a number of key strategic themes were developed and agreed. These will be used to develop a framework to bring individuals, organisations together, adults with care and support needs, their carers and the wider communities together through a variety of actions and initiatives.

5.2 The wide range of actions can be summarised into the key strategic themes which underpin the Boards strategy:

- PREVENTION (see 5.3 below for description)
- PROTECTION (see 5.4 below for description)
- THE VOICE OF THE ADULT (see 5.5 below for description)
- LEADERSHIP, ENGAGEMENT AND PARTNERSHIP (see 5.6 below for description)
- ACCOUNTABILITY, PERFORMANCE AND QUALITY ASSURANCE (see 5.7 below for description)

5.3 **Prevention:** The Board is keen to ensure people are treated with dignity and respect and that all organisations and members of the wider community work together to provide high quality interventions that reduce the likelihood of abuse and neglect occurring.

Equally important is the development and embedding of effective systems and information sharing processes that ensure patterns, themes and trends

can be identified at an earlier stage and support intervention prior to concerns and level of risk escalating.

This will ensure safeguarding partners can use their individual and collective intelligence to inform how services are commissioned, or the training that is required by the workforce to safeguard people. An example of this could be where training is provided in response to proactive falls management plans as a means of reducing the number of falls, fractures and admissions to A&E services.

- 5.4 **Protection:** The Board is keen to ensure all organisations work together to protect adults who are at risk of experiencing, or have experienced abuse and neglect. Organisations should remember that they need to listen to adults who have experienced abuse and they must be able to evidence person centred approaches to safeguarding and what actions are needed to help people feel safe.

We will need to ensure decisions which need to be made on behalf of an adult who is not able to make decisions about their own safety (as they have been assessed as not having the mental capacity to do so), is done in their best interests.

We want to ensure people can report abuse and that they receive a good quality response that meets their expectations when they have reported abuse, or other people have concerns about their safety.

We want to ensure safeguarding responses remain proportionate to the level of ongoing risk, this will include ensuring adults understand when we will need to undertake further enquiries without their consent to do so. Examples of this include when a crime is suspected, when the adults decision making is being negatively influenced by other people, when there are concerns about the immediate and ongoing safety of the adult, and when the information indicates other adults or children are at risk.

- 5.5 **The voice of the adult:** The Board is keen to ensure that the voice of adults with care and support needs and that of their families and carers is clearly understood and is used to inform ongoing developments and enhancements to local safeguarding responses.

This will ensure the work of the Board is guided by a clear understanding of the issues that matter to people who receive services and live in Walsall, and ensure the Board is not only concerned with issues that matter to individual professionals or organisations. In listening to the voice of the adult professionals will also ensure the voice and the needs of the child / young person are understood, and can be acted upon effectively.

Principles that will underpin this approach include:

- Adults are asked about their opinion if others are concerned about their safety

- Adults are given clear and simple information about understanding what abuse is, and how to seek help when needed
- Adults are spoken to about their safety when it is safe to do so
- Adults are asked what they want to happen and this directly informs what happens next
- Adults are asked which people they want to be involved and can help them to keep safe
- Adults are given time to understand the information that is given to them and work progresses at a pace that they are happy with
- Adults understand when decisions are made that they do not agree with
- The help adults receive makes their situation better and helps them recover from abuse and neglect
- Adults feel safe and in control and are supported to live the life they want to lead

5.6 **Leadership, engagement and partnership:** Effective service delivery takes place in a diverse area and in the context of a changing safeguarding adults landscape due to Legislative changes and the requirement to embed person centred safeguarding outcomes. This requires strong commitment from individual's and strategic leaders across all the organisations that are represented at the Walsall Safeguarding Adults Board.

Commitment to multi agency safeguarding must start at the top of all organisations and must align with individual organisations priorities to be efficient and effective. Chief Executive officers, the Director of Adult Social Service, and other senior managers from across the statutory and non statutory organisations must ensure their organisational standards and the expectations of the Board are clear and articulated to managers and staff at all levels within their own organisation.

The Board provides the key partnership in providing collaborative leadership and direction in respect of safeguarding adults with care and support needs. To be effective clearly defined relationships and mutual accountabilities with the Walsall Children's Safeguarding Board, Health and Wellbeing Board, Community Safety Partnerships, and other local multi agency groups who hold skills, knowledge and expertise relevant to safeguarding adults are essential an example of this is the Joint Quality Care Home Board. This will be essential to ensure prevention of abuse and neglect and protection from abuse and neglect works at a number of levels and across a number of different organisations and wider community partnerships.

The WSAB will also be required to work with the Walsall CONTEST steering group to develop effective reporting systems, methods of working, and sharing of effective intelligence. This will ensure the Board can demonstrate understanding of the duties outlined in S21 of The Counter -Terrorism and Security Act 2015, and can evidence effective challenge and support to prevention of terrorism and threats to National Security.

- 5.7 **Accountability, performance and quality assurance:** The Board will need to have confidence about the implementation of local arrangements that are in place.

To provide assurance to the Board systems will be developed that allow the Board to ask and challenge organisations to provide evidence about the quality and safety of services they commission, or directly provide to adults with care and support needs. This will include oversight of professional practice and standards of practice standards for key statutory organisations represented at the Board.

Single agency / multi agency performance management and quality assurance arrangements are the cornerstones to the effective embedding of this strategic theme and will provide an evidenced based framework to drive continuous improvements to safeguarding adults responses.

This will support the Board to identify areas of strength and areas of further development that are essential in supporting it to fulfil its legislative and constitutional responsibilities. It will also support the Board to effectively scrutinise and analyse responses to safeguarding to evidence what works well and what activity needs to stop as it does not improve outcomes for adults with care and support needs.

6 **Outcomes**

- 6.1 The Board is committed to ensuring it can evidence the impact of the work it undertakes and to improving outcomes for adults with care and support needs. This will require the Board to ensure it captures information in a way that enables it to measure if the outcomes people want to achieve are being realised.

The Board will be able to evidence it has:

1. Ensured information is available and accessible that ensures people who live and work in Walsall understand safeguarding adults from abuse and neglect is everyone's responsibility;
2. Ensured individuals and communities have access to information about what abuse is, how to recognise the signs, and what they can do to seek help from others;
3. The West Midlands safeguarding adults multi agency policies and procedures are updated to ensure practice is compliant with the Care Act 2014, and supports staff to embed person centered safeguarding responses, as required by making safeguarding personal;
4. Clearly documented safeguarding concerns pathways that are available to all staff making it clear what they need to do in their role;
5. Assured itself on the quality of training to ensure all staff (paid and

volunteers) understand how to recognise signs of abuse and neglect and to take appropriate action in accordance with the West Midlands safeguarding adults procedures;

6. Assured itself on the quality of training to ensure that designated staff can undertake effective enquiries into safeguarding concerns, which balance the identified risks with the outcomes that are wanted by the adult who is experiencing abuse and neglect. This will ensure adults are provided with the support they need and are asked what outcomes they want and that this directly informs what happens next;
7. A protocol is in place that clearly explains the roles and responsibilities of each individual and organisation when safeguarding concerns are identified as a potential crime, or are subject to ongoing criminal investigation;
8. The WSAB will be able to demonstrate a clear understanding of its role and the role of its partner agencies to effectively embed duties under S21 of the Counter -Terrorism and Security Act 2015.
9. Assured itself that there are robust risk identification, assessment and management arrangements (at an individual and organisational level) that support proportionate interventions when safeguarding concerns are identified;
10. A clearly defined and transparent governance, performance management and quality assurance framework in place, which will comprise a series of single agency and multi-agency audits and quality assurance processes.
11. Informed board members who understand what is expected of them and their organisation and who can evidence the work they have done to cascade and embed the strategic plan of the Board across all levels of their own organisation;
12. Board members who can evidence they understand their own individual and organisational responsibilities, the individual and organisational responsibilities of other board members, and can evidence how it has challenged other board members;
13. Assurance on the quality of services and the quality of the safeguarding response that is delivered by all safeguarding partners in preventing and protecting adults from being at risk of, or experiencing abuse and neglect;
14. The Board will have robust arrangements in place that ensures situations which require safeguarding adults review (as defined by S44 of the Care Act 2014) are effectively identified and commissioned in a timely manner to support a culture of continuous learning across all organisations in Walsall;

15. Clearly defined protocols that define the relationship and mutual accountabilities between the Walsall Safeguarding Adults Board and the Walsall Children's Safeguarding Board, Health and Wellbeing Board, Community Safety Partnerships, CONTEST, PREVENT, and other local multi agency groups who hold skills, knowledge and expertise relevant to safeguarding adults;

16. A clear view on its areas of strength and areas for further development which are supported by a self audit and an external peer audit, to inform the ongoing development of the Board's strategy and annual business plan.

7 NEXT STEPS

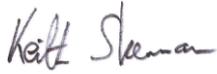
7.1 From the 1st April 2015 the Walsall Safeguarding Adult's Board became a statutory board following the implementation of part 1 of the Care Act 2014.

7.2 The Strategy has set out the framework and direction of travel for the next three years. It will be driven by the Board and its supporting structures and measured against achievable objectives contained in the annual business plan, which will be published, monitored and reported on during the course of each financial year.

7.3 The WSAB has a clear commitment to the prevention of abuse, or neglect where possible, and will produce a preventative strategy (September 2015) that sets out how it will work with other local boards and partnerships to achieve this ambition.

7.4 Prior to the end of each financial year the strategy will be reviewed alongside the supporting business plan and updated as required.

Director Adult Social Services Walsall MBC



Signed

Date: 30 June 2015

Lead Nurse Clinical Commissioning Group



Signed ..

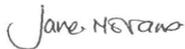
Date: 22 June 2015

Chief Officer West Midlands Police

Signed *David Stammers* Chief Superintendent

Date: 23rd June 2015

Safeguarding Adults Board Independent Chair



Date: 18th June 2015

Review Date: 31st March 2016