Cumbria Safeguarding Adults Board

Business Plan 2022/24
(2023/24 update)

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Cumbria
Safeguarding
Adults Board

1. We will ensure the voice of our staff, customers and wider communities is heard in respect of safeguarding adults at risk of abuse or neglect in Cumbria.

Goal - *(what do we want to achieve)*		Initiative - *(how will we achieve our goal)*	Metric - *(how will we know we have achieved our goal)*	Lead/sub group	Timescale
1.1	We will establish mechanisms to improve our **engagement with staff, our customers and local communities** to provide information which increases awareness of **what constitutes abuse or neglect** *(Peer Review)*	We will develop public **facing publicity campaigns** delivered through the use of digital and non-digital communication channels to include; TV, radio, local press releases, Community, Voluntary and Faith Groups	• Evaluation of all local coverage and dissemination of publicity campaigns • Information is distributed widely through a variety of community links across Cumbria • Publicity materials signpost members of what, when and how to report concerns • Through analysis of data, we will monitor the impact of publicity on the "source" of referral and any change to types of abuse or neglect • Increased safeguarding referrals from members of the public, family members and neighbours	C&E sub group P&QA sub group	
		We will create opportunities to **engage with staff across the system** and seek feedback so we understand the barriers, enablers and challenges front line practitioners face	We will use information/feedback from a number of sources; • Lunch and learn feedback • Staff Polls • Presentations • Staff surveys	L&D sub group C&E sub group	
		We will review **staff feedback from the CSAB staff survey 2023** to inform an action plan and our future communication methods	• Staff survey results inform changes to communication methods, timing etc. • Action Plan developed • 'You said we did' communication	C&E sub group	

Goal - *(what do we want to achieve)*	Initiative - *(how will we achieve our goal)*	Metric - *(how will we know we have achieved our goal)*	Lead/sub group	Timescale
	We will develop a **programme of engagement activities** and explore opportunities to engage with staff, members of the public and community groups	• Established links with staff, the public and community groups • Channels to disseminate information • Feedback from engagement is used to inform future communication and strategic planning	C&E sub group	
	We will continue to utilise a **variety of communication channels** to improve awareness of the types of abuse and neglect	• Analytics of communication channels (Twitter, CSAB website and news subscribers) will measure the impact of public awareness raising • Safeguarding data analysis will evidence changes in the types of abuse and referrer	C&E sub group P&QA sub group	
	We will **disseminate preventative messages identified** by themes and trends through the analysis of data and SAR referrals	• Monitoring and analysis of safeguarding data to inform themed communication messages • SAR referrals and data from partners will identify emerging themes to inform targeted preventative messages	P&QA sub group C&E sub group SAR sub-group	
	Continue to increase staff and public awareness raising through support of **National Safeguarding Adults Week** and national themes during November 2023	• Campaign analytics for the week of awareness will monitor the use of website, social media, and news subscribers • Feedback from lunch & learn sessions	C&E sub group L&D sub group	

Goal - *(what do we want to achieve)*		Initiative - *(how will we achieve our goal)*	Metric - *(how will we know we have achieved our goal)*	Lead/sub group	Timescale
1.2	We will listen to the voice of adults who have experienced abuse or neglect and will **facilitate sharing user experience** to inform our improvement and practice *(Peer Review)*	We will develop mechanisms which support **gathering experiential feedback** from individuals with care and support needs who have been through the safeguarding journey	• A sample of adults will be supported to provide qualitative experiential feedback through the Safeguarding Adults Service, Advocacy and Healthwatch	C&E sub group	
		We will **facilitate sharing user experience** through practitioners, advocates, case studies and other methods to ensure the voice of the adult is heard	• Case studies and good practice examples are shared • Stories to the Board	L&D sub group C&E group	
1.3	We will continue to develop a person-centred response to safeguarding adults through **Making Safeguarding Personal (MSP)** *(Mr X)*	We will **analyse feedback in relation to experiences** to assess if desired outcomes have been achieved and consider service improvements across the partnership as required	• Quarterly MSP data will be reviewed, and exceptions/changes analysed with appropriate actions agreed • Partners provide regular assurance including how organisationally MSP is applied	P&QA sub group	
		We will review **CSAB practitioner, public facing, and easy read Making Safeguarding Personal guides** in line with national LGA/ADASS toolkits	• Refreshed tools and guides are published and hosted on the CSAB website	Policy & Guidance Task & Finish Group	

2. We will create a culture where partners can safely challenge and hold each other to account ensuring we receive assurance that safeguarding arrangements across the partnership are robust and effective.

Goal - *(what do we want to achieve)*		Initiative - *(how will we achieve our goal)*	Metric - *(how will we know we have achieved our goal)*	Lead/sub group	Timescale
2.1	We will seek annual **assurance from our partners in respect of safeguarding arrangements** incorporating wider performance information from across the system and themed assurance identified in SARs	We will continue to deliver, adapt and improve our local partner safeguarding assurance presentation	• Agreed template and timetable for annual assurance presentation from all partners in respect of safeguarding. • Presentations provide opportunity to identify issues and improve partnership working. • Risks and issues are escalated to CSAB through highlight reports by exception. • CSAB members understand safeguarding across the partnership and hold each other to account to improve partnership working	P&QA sub group	
		We will work with Cumberland and Westmorland & Furness Council's to develop the **reporting of safeguarding adults data under the new arrangements.**	• Data reports from 2 newly established council's meet the needs of the SAB and provide necessary information and assurance	P&QA sub group	
		We will continue to seek assurance from across the partnership that **safeguarding continues to be a priority during periods of significant system wide change** (implementation of ICB's, LGR and ASC CQC inspection regime)	• Regular assurance and updates to the SAB • Assurance of dedicated safeguarding teams/personnel	CSAB	

Goal - *(what do we want to achieve)*		Initiative - *(how will we achieve our goal)*	Metric - *(how will we know we have achieved our goal)*	Lead/sub group	Timescale
2.2	We will seek specific assurance from across the partnership in respect of wider processes to safeguard adults at risk of abuse or neglect including learning from SARs and reviews. *(SARs)*	We will seek assurance from statutory partners that they promote the **ownership of MSP across organisations** in line with national guidance *(SARs)*	• Statutory partners provide assurance in line with ADASS/LGA guides "what good might look like" • Annual assurance presentations	P&QA sub group	
		We will develop a **dip sample audit tool for Position of Trust meetings** to ensure that revised guidance is being applied and timescales adhered to *(Mr X)*	• Quality check of Position of Trust meetings inform if policy embedded in practice • Exceptions to the SAB	P&QA sub group	
		We will seek assurance from relevant partners that health professionals **understand the importance of Hospital Passports and know to ask for them** *(Jessica)*	• Evidence and assurance of how hospital passports are shared and accessed	SAR sub group	
		We will seek assurances from partners that there are **effective care co-ordination arrangements in place for adults with a learning disability who have complex health needs. Including the management of underweight adults** *(Jessica)*	• Assurance of the arrangements in place • Relevant guidance, policy and procedure for management of health needs including weight	SAR sub group	
		We will seek assurance that agencies are aware of the role and types of advocacy, and the circumstances in which a person is entitled to advocacy support. *(Jessica)*	• Refreshed information and Quick Guide to Advocacy • Assurance from Advocacy Provider that agencies understand when to refer to advocacy (including data, issues)	P&QA sub-group	
		We will establish a **Task & Finish Group to review and map multi-agency forum's where safeguarding thresholds are not met** to ensure clarity across the system and referrals for safeguarding are made in a timely way *(Sarah)*	• Clarity of the various multi-agency meeting's purpose and governance • Safeguarding	CSAB	

Goal - *(what do we want to achieve)*		Initiative - *(how will we achieve our goal)*	Metric - *(how will we know we have achieved our goal)*	Lead/sub group	Timescale
2.3	Improve synergy and **collaborative working with wider strategic partnerships** in Cumbria *(Peer Review)*	We will establish mechanisms to ensure there is **collaboration in relation to cross cutting issues** to encourage sharing of priorities and reduced duplication	• Memorandum of Understanding for Cumbria Strategic Boards • Receive update reports and plans from other Strategic Boards/ Partnerships annually or as required • Strategic Partnership Chair's & Business Managers meet regularly	CSAB (CCC) Chair/Business Manager	
		We will seek assurance from Safer Cumbria in relation to **Domestic Abuse and Modern Slavery and adults with care and support needs**	• Annual assurance reports to SAB	CSAB	
		We will ensure that we **engage with all relevant organisations and strategic partnership Boards involved in safeguarding adults** and that through the membership there is a commitment to attendance and ownership of actions from meetings across the system	• Relevant representation across the system • Sub-group attendance is monitored on an ongoing basis • Terms of reference are reviewed, and membership updated • Records will monitor attendance escalating issues to CSAB executive member as required	CSAB Chair & Business Manager	

3. We will work together with partners to ensure we understand the themes, issues and trends relating to specific needs, and tailor our work accordingly to safeguard adults at risk of abuse or neglect in Cumbria.

Goal - *(what do we want to achieve)*		Initiative - *(how will we achieve our goal)*	Metric - *(how will we know we have achieved our goal)*	Lead/sub group	Timescale
3.1	We will seek assurance there is a comprehensive understanding and appropriate application of the **Mental Capacity Act**	We will deliver a week of action **for staff in relation to MCA to improve application in practice of the MCA 2005.**	• L&D Task & Finish Group develop a programme of activity for delivery in June 2023. • Evaluation and feedback through polls from staff attending lunch and learn • Highlight report to SAB outlining activity and evaluation of the week	L&D sub group	
		We will survey practitioners through a **CSAB staff survey to seek staff feedback about MCA learning needs** and explore mechanisms to respond to identified learning needs.	• L&D MCA activity is informed by staff survey to improve understanding and application of MCA across the partnership • L&D activities are responsive to the staff survey feedback	L&D sub group	
		We will review the multi-agency case file audits, in respect of **the application of MCA and principles in practice including a quality check of Best Interest decisions and recording** *(Robyn)*	• P&QA Task & Finish Group to analyse audit returns and report back to SAB highlights and exceptions • To include a quality check of Best Interest decision recording and actions against statutory checklist • Improvements identified and reported to P&QA escalated to CSAB as required	P&QA sub group	
3.2	**Collaborate with services for children and young people** to ensure that **transitional planning** and arrangements are robust *(Kate)*	We will continue to work with CSCP to seek assurance from partners that robust arrangements are in place to **safeguard young people at risk of exploitation.**	• Task & Finish Group provide briefing and recommendations to CSAB and CSCP. • Reviewed processes and protocols are launched • Assurance reports (including evidence from audits) presented to CSAB and CSCP	CSAB (SAR sub-group) CSCP	

Goal - *(what do we want to achieve)*		Initiative - *(how will we achieve our goal)*	Metric - *(how will we know we have achieved our goal)*	Lead/sub group	Timescale
3.3	Work with partners to ensure a **co-ordinated response** to safeguard adults at risk of abuse or neglect in Cumbria	We will be responsive to emerging trends and provide a co-ordinated response to safeguarding **issues (e.g. self-neglect, complex needs, transitions, domestic abuse, modern slavery and asylum seekers)**	• Evidence of improved multi-agency response to abuse or neglect; case file audits, refreshed policy/ protocol; MDT discussions	TBA	
		We will develop a **case file audit to review cases of self-neglect** so as a partnership we are assured that responses are timely and appropriate including relevant guidance is applied and followed *(Pauline & George)*	• Evidence from case file audit of appropriate response to cases of self-neglect, application of legislation policy and guidance.	P&QA sub group	

4. We will learn from experience to ensure we have a workforce that is knowledgeable and confident in its adult safeguarding roles and responsibilities.

Goal - *(what do we want to achieve)*		Initiative - *(how will we achieve our goal)*	Metric - *(how will we know we have achieved our goal)*	Lead/sub group	Timescale
4.1	Promote a **culture of continuous learning and improvement across the safeguarding partnership**	We will review and refresh our 2-year Learning & Development Strategy for 2023/2025 1. Continue to strengthen 'learning' arrangements 2. Plan and deliver an annual Conference 3. Establish Practitioner Forums	• Strengthened and improved arrangements for the delivery of learning • Delivery of conference – measure impact through evaluation/feedback • Programme of practitioner forums – measure impact through evaluation/feedback	L&D sub group	
		Through the CSAB facilitators pool we will deliver virtual learning sessions across the system to disseminate learning from all published **Safeguarding Adults Reviews (SARs)**	• Records of attendance evidence participation across the partnership • Learning is shared and embedded across the partnership and wider agencies • Polls and feedback from lunch and learn sessions	L&D sub group Facilitators Pool	

Goal - *(what do we want to achieve)*	Initiative - *(how will we achieve our goal)*	Metric - *(how will we know we have achieved our goal)*	Lead/sub group	Timescale
	We will promote and share learning from other **organisational processes including; thematic learning emerging from SAR referrals, DHR, LeDeR and other reviews**	• National SAR learning will be reviewed for local assurance where appropriate and shared • Emerging trends and themes from local SAR referrals inform communications and briefings • L&D members will present relevant learning from other reviews • Cumbria SARs are hosted on national SAR library • Local thematic learning from reviews is considered and shared as appropriate	Chair & Board Manager SAR sub group C&E sub group L&D sub group	
	We will adopt a continuous learning culture through **sharing, case studies, resources, good practice examples and signposting across the partnership**	• Case studies are shared and promoted where appropriate to share good practice standards across the partnership as another learning tool • The "learning zone" on the CSAB website for staff across the partnership is reviewed/developed • Opportunities are identified to share training sessions on a reciprocal basis across the partnership where relevant • Access to relevant e-learning through My Learning is promoted and access/use evaluated	L&D sub group	
	We will develop a case study to raise awareness of the **importance of Best Interest meetings** *(Robyn)*	• Case study informed by the findings from the MCA/BI case file audit		

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	We will seek assurance from across the partnership in relation to **delivery of Safeguarding related training** for staff groups and compliance	• Scoping work and development of an audit tool for wide dissemination and completion by partners reporting to L&D sub group with exceptions to CSAB • Partners evidence training standards against National Safeguarding Framework Tool for staff groups and competency requirements including compliance	L&D sub group	
	We will host and facilitate **a reflective learning event for professionals** involved with Miss B with a focus on considering the use of language and impact of professional bias *(Miss B)*	• Participation and feedback will inform evaluation of the event		
	We will support the partnership to improve **knowledge and understanding of trauma informed care** and how this can support a person-centred response to safeguarding *(Miss B)*	• Evidence of awareness raising through learning, communications and resources of the impact trauma can have on adults		
	We will promote messages for front line practitioners as reminders to ensure **timely and appropriate responses to identifying and reporting safeguarding concerns**	• Regular communications; briefings/ newsletters • Learning sessions • Organisational reminders/briefings • Wider use of Thresholds Tool = increase staff reports	C&E sub group P&QA sub group	
	CSAB Chair and Board Manager will **maintain links to national and regional safeguarding networks** and inform developmental projects	• CSAB receive regular updates in respect of national and regional developments relating to the SAB • Learning from other SABs is adopted in Cumbria	Chair Board Manager	

Goal - *(what do we want to achieve)*		Initiative - *(how will we achieve our goal)*	Metric - *(how will we know we have achieved our goal)*	Lead/sub group	Timescale
4.2	Deliver a programme of activity collaboratively with CSCP and Safer Cumbria which sets the standards for **Professional Curiosity** for senior leaders and practitioners	We will continue to deliver a programme of activity through **Phase 2** utilising a variety of learning methods and tools to improve understanding and support practice in relation to professional curiosity across the system to include disguised engagement.	• Agencies reflect standards in their organisational policies • Training participation data from lunch and learn sessions • Participants individual feedback from lunch and learn sessions • Measurement of the information shared (briefings/website analytics) • Surveys • Evaluate the impact on practice – case file audits	L&D sub group CSCP P&QA sub group	
		We will seek assurance from partners in relation to **Safeguarding Leadership** structures, styles, culture and staff support to ensure this is robust and effective testing a 2-stage process. This will include self-assessment and presentation of evidence including a check and challenge discussion.	• Self-assessment surveys completed by partners • Evidence and assurance presented with a facilitated check and challenge event • Exceptions and highlights will be presented to CSAB	P&QA sub group	
4.3	CSAB will have effective **multi-agency policy and guidance** in place	We will continue through the Task & Finish Group to review and develop multi-agency policy, procedures, and guidance in line with relevant legislation. To include development of a clutter rating tool for cases of self-neglect and hoarding	• Updated multi-agency guidance will be available for staff and professionals • There is an inventory of all CSAB guidance subject to development with timescales for review • CSAB guidance is promoted through learning sessions and briefings as appropriate	Policy & Guidance Task & Finish Group L&D sub group	
		We will consider the adaptation of the National 'Difficult to Engage' toolkit to inform guidance and tools for practitioners locally *(Sarah)*	• Practitioners have access to guidance and tools to support them to work creatively with adults	Policy & Guidance Task & Finish Group	

Goal - *(what do we want to achieve)*		Initiative - *(how will we achieve our goal)*	Metric - *(how will we know we have achieved our goal)*	Lead/sub group	Timescale
4.4	CSAB will **adopt learning from other SABs, national reviews and developments to improve as a partnership** ensuring we meet statutory requirements	CSAB will review SAR processes and policy following the sector led improvements identified through **National Analysis of SARs** and publication of **SCIE SAR Quality Markers**	• CSAB have a robust action plan to deliver the sector led improvements from National SAR analysis • SAR sub group review SAR guidance, referral, and processes • CSAB link in to the national learning for SABs (Whorlton Hall) • SAR processes meet good practice standards as set out in the refreshed SCIE SAR Quality Markers • CSAB are linked in to relevant learning from other reviews (e.g. DHR's)	Chair & Business Manager SAR sub group L&D sub group	
4.5	We will seek assurance that partners **implement recommendations and learning identified in Safeguarding Adult Reviews**	We will ensure that **SAR Action Plans are SMART and that there is a process for check and challenge** with partner agencies to ensure learning is implemented	• SAR action plans and responses to recommendations are supported by evidence from partner agencies • Regular assurances and updates are provided to CSAB	SAR sub group	
		We will seek assurance through annual presentations from partners of the mechanisms used to disseminate learning from SARs across their organisations to ensure this is embedded in frontline practice	• Assurance reports detailing the channels and mechanisms used by partner agencies to embed learning from reviews.	P&QA sub group	