



Cheshire East Safeguarding Adults Board Strategy 2015-18

Vision and Principles

The work of the Board is based on the following vision :

People in Cheshire East have the right to live a life free from harm, where communities:

- *have a culture that does not tolerate abuse*
- *work together to prevent abuse*
- *know what to do when abuse happens*

The values of the policy are based on understanding and promoting peoples' right to make decisions, the importance of maintaining dignity and respect and the and celebration of diversity.

Cheshire East Safeguarding Adults Board believes that:

- People have the right to live their lives free from neglect and abuse
- Safeguarding adults is a shared responsibility of all organisations and agencies commit to holding each other to account
- The individual, family and community should be at the heart of safeguarding practice
- High quality multi-agency working is essential to good safeguarding
- We respect that adults have a right to take risks and that this will sometimes restrict our ability to act
- There must be a commitment to continuous improvement and learning across the partnership

Principles

The work of the Board is underpinned by the following principles:

- **Empowerment** – Personalisation and the presumption of person-led decisions and informed consent.

“I am asked what I want as the outcomes from the safeguarding process and these directly inform what happens.”

- **Prevention** – It is better to take action before harm occurs.

“I receive clear and simple information about what abuse is, how to recognise the signs and what I can do to seek help.”

- **Proportionality** – Proportionate and least intrusive response appropriate to the risk presented.

“I am sure that the professionals will work for my best interests, as I see them and they will only get involved as much as needed.”

- **Protection** – Support and representation for those in greatest need.

“I get help and support to report abuse. I get help to take part in the safeguarding process to the extent to which I want and to which I am able.”

- **Partnership** – Local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse.

“I know that staff treat any personal and sensitive information in confidence, only sharing what is helpful and necessary. I am confident that professionals will work together to get the best result for me.”

- **Accountability** – Accountability and transparency in delivering safeguarding.

“I understand the role of everyone involved in my life.”

What people in Cheshire East think is important

We asked people what they thought were the most important tasks for CESAB to do. They told us:

1. 96% of people wanted CESAB to check that adults feel as safe as they want to be
2. 95% of people wanted CESAB to check that those who look after people do their job well
3. 90% of people wanted CESAB to listen to people and their families so that they are treated with respect and dignity
4. 82% of people wanted CESAB to make sure that young people are supported as they reach adulthood
5. 80% wanted CESAB to tell people who to contact about abuse if they are worried
6. 79% of people wanted CESAB to make sure that people can make their own decisions
7. 72% of people wanted CESAB to tell people about what is learned so things can be done better in future
8. 65% of people wanted CESAB to provide information by talking to people, providing leaflets and putting information online
9. 60% of people wanted CESAB to check that adults can have an advocate if they need one

Statutory objective

The Care Act 2014 sets out that the overarching objective of a SAB is to assure itself that local safeguarding arrangements and partners act to help and protect adults in its area who:

- *have needs for care and support (whether or not the local authority is meeting any of those needs) and;*
- *are experiencing, or at risk of, abuse or neglect; and*

- *as a result of those care and support needs are unable to protect themselves from either the risk of, or the experience of abuse or neglect.*

Our strategic objectives

CESAB has identified the following strategic objectives following consultation with people who use services and the general public (see Appendix 1 for consultation process)

- 1) To seek assurance from partner agencies that there is effective leadership, partnership working and governance for safeguarding adults at risk
- 2) To listen to people who have been subject to abuse or neglect, and to seek assurance that people are able to be supported in the way that they want, are empowered to make decisions, and can achieve the best outcomes
- 3) To promote safeguarding adults among the general public, by raising awareness and promoting well-being with the aim of preventing abuse and neglect.
- 4) To be assured of the safety and wellbeing of anyone who has been subject to abuse or neglect, and that appropriate action has been taken against those responsible
- 5) To identify, and monitor the implementation of changes, that prevent similar abuse or neglect happening to other people

The aims of adult safeguarding

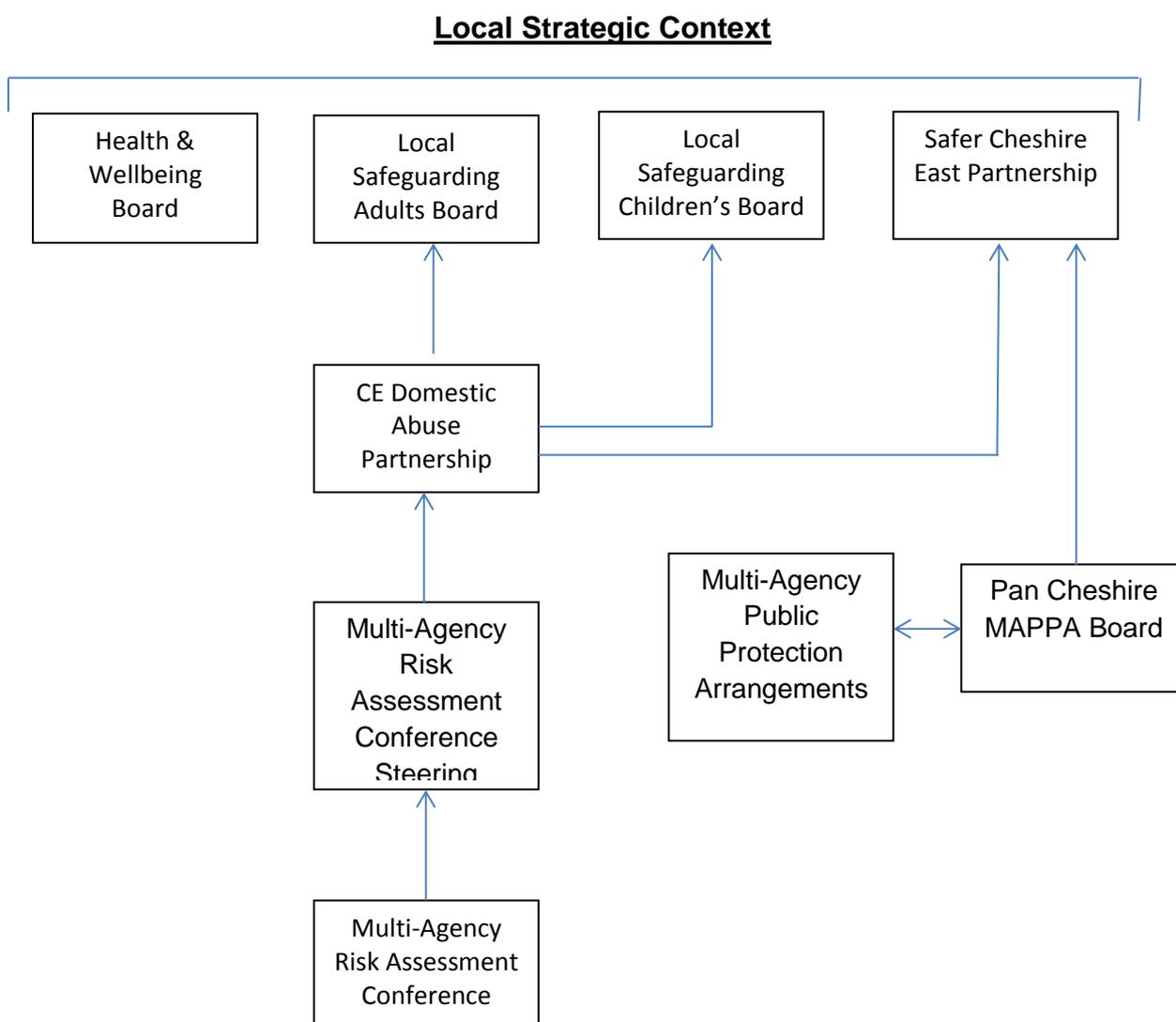
The Care Act identifies the aims of adult safeguarding as:

- stop abuse or neglect wherever possible;
- prevent harm and reduce the risk of abuse or neglect to adults with care and support needs;
- safeguard adults in a way that supports them in making choices and having control about how they want to live;
- promote an approach that concentrates on improving life for the adults concerned;

- raise public awareness so that communities as a whole, alongside professionals, play their part in preventing, identifying and responding to abuse and neglect;
- provide information and support in accessible ways to help people understand the different types of abuse, how to stay safe and what to do to raise a concern about the safety or well-being of an adult;
- address what has caused the abuse or neglect.

Strategic partnerships

The key strategic Partnership Boards in Cheshire East and their current relationships are represented below:



The key responsibilities and accountabilities relating to safeguarding for all the key partnerships and the legislation and guidance that underpins them are set out within Cheshire East’s Memorandum of Understanding (currently under revision following the Care Act 2014).

Whilst these partnerships are independent of each other there is a need for an effective working relationship between them, particularly for shared priority issues such as domestic abuse, modern slavery, mental health and sexual exploitation. These relationships are not hierarchical but reflect the need to consult, scrutinise and challenge each other in meeting their safeguarding responsibilities.

The four boards have agreed ‘lead’ Boards that will have a strategic governance role for each of the shared priority areas as follows:

| Shared priority area | Strategic governance lead |
|---------------------------------------|--|
| Domestic Abuse | <i>Community Safety Partnership</i> |
| Terrorism and Prevent | <i>Community Safety Partnership</i> |
| Reducing Offending | <i>Community Safety Partnership</i> |
| Anti-social Behaviour | <i>Community Safety Partnership</i> |
| Organised crime | <i>Community Safety Partnership</i> |
| Hate Crime | <i>Community Safety Partnership</i> |
| Sexual exploitation | <i>Local Safeguarding Children Board</i> |
| Trafficking and Modern Slavery | Local Safeguarding Adults Board |
| ‘Mate crime’ | Local Safeguarding Adults Board |
| Substance misuse | <i>Health & Well Being Board</i> |
| Mental Health | <i>Health & Well Being Board</i> |

Partnership and Participation

The Board is committed to working in partnership with all agencies for the benefit of adults and to achieve a coherent and co-ordinated approach to safeguarding. The Board is clear that effective safeguarding cannot be achieved by any agency independently and co-operation is the key to being assured of the safety of the people of Cheshire East.

At the heart of all CESAB work will be the views and experiences of the people who are directly affected by the work overseen by the Board through:

- Following the standards for participation developed by the user group ensuring that the voice of users and the impact of activity is considered in all aspects of its business
- involving users directly in evaluating multi-agency practice through the Performance and Quality group.

The effective safeguarding of people in Cheshire East requires participation and engagement from across agencies, volunteers, communities and users and their families.

All sub groups will consider the opportunities for participation and engagement of service users in relation to their work.

Priority areas of work

In response to the areas that the public has identified as important, the Board will prioritise the following as part of achieving its strategic objectives:

Making Safeguarding Personal

The Care Act has brought about radical changes in the approach to safeguarding and being assured of the implementation of these changes will be a key priority for the Board during 2015. The impact and effectiveness of the changes in safeguarding will continue to be monitored by the Board in future years.

The new approach requires engagement with the adult from the very first contact with any partner organisation. The purpose of the engagement is to establish what the person wants to achieve, and this is what drives the safeguarding work. People are in control and can make decisions for themselves about how safe they choose to be.

The Board recognises the challenges involved for all partners in working in this way, and will closely monitor and support the implementation of this new way of working.

To do this, some of the things we will look for are:

- Evidence of how people's experiences of safeguarding have been recorded and used to improve services
- Evidence that people are asked about the outcomes they want, and information about the extent to which their outcomes have been achieved
- Whether or not people have felt that they are in control of what happens to them following a safeguarding concern
- Effective support being provided for Carers

- Evidence that being safe is recognised as a personal choice

Safe services

Services, whether in the community or in a supported, residential or nursing home setting are provided for people who are generally the most vulnerable in our community. The public wants the Board to make sure that people can confidently expect to be safe and to have the support they need delivered in the way they want.

To do this, some of the things we will look for are:

- Evidence that commissioners are requiring the provision of personalised services
- Evidence that services are proactively monitored to ensure that they are safe and based on achieving individual outcomes
- Evidence that contracts with service providers are designed to protect people's rights and dignity
- Information about safeguarding concerns and how they have been dealt with
- Staff training and development to ensure the necessary competencies
- Evidence of support and training for people with direct payments

Listening and engaging

The public wanted the Board to listen to the views of people and their families, so that we were sure that people are being treated with dignity and respected regardless of how or why they come into contact with safeguarding services.

Some of the ways we will do are:

- Continuing to be guided by our Service User sub-group
- Making contact with as many user groups as possible and making it possible for them to have their views with the Board
- Listening to the feedback of people who have experienced safeguarding
- Using the Board's website and social media to inform and enable people to engage with the work of the Board

Transition

Young people who have care and support needs will have been supported by Children's Services. As they move into adulthood, there are changes that can be challenging and unfamiliar for them and their families. The public feels that it is important to ensure that young people and their families are supported through this transition period.

Some of the ways we will check that this is happening are:

- Gather information about the age at which young people and their families are provided with contacts and information from adult services
- Finding out about the planning that is carried out for young people in advance of moving into adult services
- Finding out about how effectively partner agencies work together to support young people and their families through this period
- Promote discussion about the idea of 'whole life planning' so that people can experience a seamless, personalised plan for their care and support at any age or stage of life

Informing

People wanted CESAB to make sure that information is out there in the community so that people know who to contact if they have concerns about someone who may be harmed, but also so that the community is aware of adult abuse; what it is and how to recognise it.

The Board will do some of this as part of its own communication plan, but will also look for assurance from partners about what is happening in their own organisations.

Some of the ways we will do this are:

- Information provide through our website and social media
- Leaflets and posters in key public places
- Attendance at community events with information
- Using local media to get wide coverage of information
- Asking partners to provide evidence of what their organisation is doing to raise awareness of adult abuse and safeguarding

Planning and implementation

The implementation of the Strategy will be planned by the sub-groups and will result in the Board's Business Plan detailing the work that the Board intends to carry out over the next three years.

Each sub group will be able to show how their Business Plan contributes to the achievement of the Board's objectives.

The sub groups of the Board provide the route for the Board to carry out its work, and consist of members from all the partner agencies. It helps to make sub-group effective that organisations will, if possible, provide sub group members who are experts in the functions of the particular sub-group. The sub groups are :

1. Business Management Group (BMG)

3 main statutory partners (Adult Social Care, NHS Clinical Commissioning Groups and Police) and the Chairs of the sub Groups. The role of the BMG is to effectively manage the Board's business, co-ordinating the work programme and overseeing key business functions on behalf of the Board.

2. Case Review Group:

Commissioning and oversight of Safeguarding Adults Reviews (SARs). Reviewing learning from other Board's SAR's, reflective reviews Children's Serious Case Reviews and Domestic Homicide Reviews; Approving action plans on behalf of the Board. Monitoring the implementation of Case Review action plans and reviewing evidence that practice has changed and outcomes have improved as a result. It is essential that the work of this sub group links to the other sub groups, and specifically to the Policy & Practice Group.

3. Policy and Practice Group:

Linking to Pan Cheshire, commissioning and agreeing all multi -agency procedures and keeping them under review, identifying gaps and overseeing related initiatives such as Safer working policies and e-safety, ensuring joint working with the LSCB where appropriate. Assuring the board that safeguarding processes are effective and fit for purpose across agencies and that agencies discharge their functions effectively;

4. Performance and Quality Assurance:

Measuring the board's effectiveness through the use of a performance management framework to and holding members to account. Developing mechanisms to share and analyse data and intelligence.

5. Learning & Development:

Oversight of multi-agency learning and workforce development

6. Service User Reference Group: to engage people who have experienced safeguarding processes and ensure that the Board's priorities are driven by outcomes for service users

7. Community Awareness and Prevention: oversight of the Communication Strategy, and advising the board on strategic issues emerging; working with other key partners to actively promote awareness of abuse and agree preventative strategies.

Overview

This strategy sets out the overall general direction of the Board for the next three years. The detail of how the Board will achieve this will be included in the Annual Business Plan and the effectiveness of the Board's work each year will be reported and reviewed in the Annual Report.