

Ensuring our safeguarding arrangements
act to help and protect adults

STRATEGIC BUSINESS PLAN

2017-18

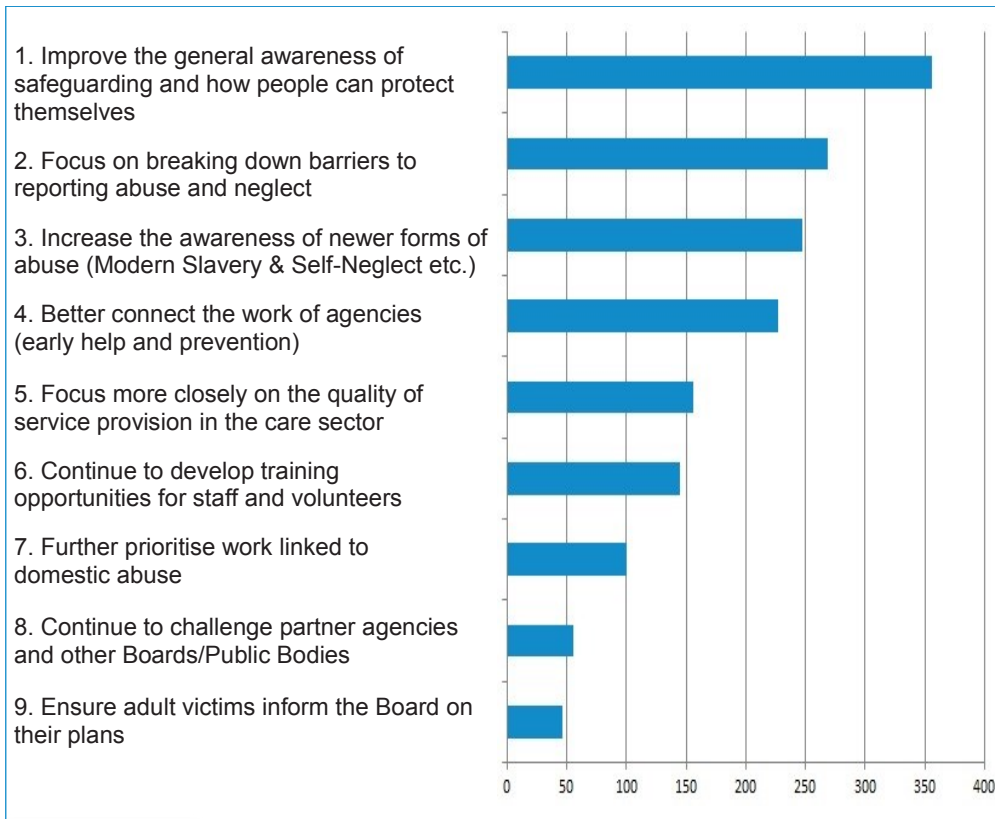


Introduction

This plan has been developed following several months of extensive consultation with the Board's partners, other professionals, a wide cross-section of the general public, carers and safeguarding service users.

The key focus over the next year will be further improving awareness of adult safeguarding, and breaking down barriers to reporting abuse and neglect, with the table below summarising the remaining priorities which have informed the development of the 2017-18 objectives and actions.

The Board looks forward to working with our current partners, and further developing new relationships to ensure our safeguarding arrangements act to help and protect adults.



Ann Baxter
Independent Chair

Teeswide Safeguarding Adults Board Partner Agencies

Listed below are the current partners of the Board as of April 2017. The Sub-Groups also have additional organisations represented, including housing and care providers, voluntary sector development agencies, and other internal stakeholders from within the Board's main partner organisations. The main Board and the Safeguarding Adults Review Sub-Group meets bi-monthly, and the other Sub-Groups meet quarterly.

Statutory Partners

Hartlepool Borough Council	Director of Child & Adult Services
Middlesbrough Borough Council	Director of Social Care & Health Integration
Redcar & Cleveland Borough Council	Interim Director of Adult Care & Health
Stockton-on-Tees Borough Council	Director of Adults & Health
Cleveland Police	Head of Specialist Crime
Hartlepool and Stockton-on-Tees CCG	Director of Nursing & Quality
South Tees CCG	(CCG - Clinical Commissioning Group)

Non Statutory Partners

Care Quality Commission	Inspection Manager
Catalyst (Voluntary Development Agency)	Chief Executive
Cleveland Fire Brigade	Head of Community Safety
Community Rehabilitation Company	Director of Operations
Healthwatch Hartlepool	Healthwatch Manager
Healthwatch South Tees	Healthwatch Manager
HM Prison Service: Holme House Prison	Head of Residence & Services
National Probation Service: Cleveland	Head of Cleveland Area (and MAPPA Board)
North Tees and Hartlepool NHS Foundation Trust	Director of Nursing, Patient Safety & Quality
South Tees Hospitals NHS Foundation Trust	Assistant Director of Nursing/Safeguarding
Tees, Esk and Wear Valley NHS Foundation Trust	Director of Nursing & Governance

Lead Councillors for the Local Authorities sit on the Board as non-voting participant observers.

Teeswide Safeguarding Adults Board Structure



Key:

- CE** Communication and Engagement
- LTD** Learning, Training and Development
- PAQ** Performance, Audit and Quality
- PPP** Policies, Procedures and Practice Guidance
- SAR** Safeguarding Adults Review

- OLPG** Operational Leads Practice Group

What Adults Told Us

“Develop a single Teeswide phone and text number to report abuse”

“Provide more face to face training and don’t rely so heavily on workbooks”

“More work on social media”

“Increase awareness by delivering information days in popular places like local leisure centres, doctor’s surgeries and libraries, as well as having leaflets in these locations”

“Establish links and working relationships with non-Board members”

“There needs to be more awareness of on-line bullying through national charity websites and social media”

“Improve links between adult and children safeguarding work”

“As an Asylum seeker every door is closed in terms of support”

“A lot of victims of domestic abuse don’t have the capacity to make informed choices and wishes due to coercive control”

“Have difficult conversations with people from other cultures about abuse”

“A lot of people don’t access the internet so more needs to be done with public advertising like in bus stops and other public places”

“We need to implement preventative measures”

Vision:

Strategic Aims 2015-18	Strategic Objectives 2017-18
<p>Strategic Aim One: Personalisation We will take account of the views of adults at risk in developing policies and procedures, and support the wider principles of personalisation.</p>	<p>Take into account the views of key stakeholders.</p> <p>Ensure the adults experience helps to improve professional practice.</p>
<p>Strategic Aim Two: Prevention We will develop preventative strategies that aim to reduce the risk of abuse or neglect of adults.</p>	<p>Improve the focus on preventative strategies.</p> <p>Reduce barriers to reporting abuse and neglect.</p>
<p>Strategic Aim Three: Protection We will work together to ensure the protection of adults experiencing, or at risk of abuse or neglect.</p>	<p>Provide effective responses to reported abuse and neglect.</p> <p>Proactively address issues linked to the quality of local care and support services.</p>
<p>Strategic Aim Four: Partnership We will work together to ensure that adult safeguarding links to other parts of the health and social care system to protect adults at risk of abuse or neglect.</p>	<p>Develop assurances for effective working with partners, other strategic bodies and local communities.</p> <p>Evaluate how well agencies are co-operating and collaborating Teeswide.</p>
<p>Strategic Aim Five: Professional Accountability We will work to ensure the accountability of all partners in protecting adults experiencing, or at risk of abuse or neglect.</p>	<p>Hold partners to account and gain assurances regarding the effectiveness of their safeguarding arrangements.</p> <p>Provide contemporary policies, procedures and practice guidance to support professionals in the discharge of their legal duties.</p>

Ensuring our safeguarding arrangements act to help and protect adults

People Outcome Measure: How this will make a difference
<p>The views of key stakeholders will have further influenced the work of the Board.</p> <p>The Board will have used the experience of adults to help improve the approach to personalisation.</p>
<p>We will have helped more people to access preventative interventions.</p> <p>We will have used a targeted approach to reducing barriers to reporting abuse and neglect.</p>
<p>People Teeswide will receive a more integrated response to safeguarding adult concerns.</p> <p>There will be fewer repeat occurrences of abuse and neglect.</p>
<p>We will better co-ordinate safeguarding adults work.</p> <p>We will be more effective in ensuring our safeguarding arrangements help and protect adults.</p>
<p>We will provide effective assurances about services being delivered to adults.</p> <p>People's experience of safeguarding will be the same no matter where they live across Tees.</p>

Strategic Aim One: Personalisation

Objectives Reference Material/Source	Action
<p>1.1. Take into account the views of key stakeholders.</p> <p>Communication and Engagement Strategy Annual Communication and Engagement Report 2016-17</p>	<p>1. The Board's CE Strategy will be further updated to ensure the adults voice continues to influence the work of the Board and all Sub-Groups by using a broader range of methodologies.</p> <p>Page one Strategic Business Plan 2017-18</p>
	<p>2. The Board will facilitate local stakeholder events in each of the four Boroughs, helping to encourage a wider number of agencies to engage with and support the work of the Board.</p>
<p>1.2. Ensure the adults experience of safeguarding helps to improve professional practice.</p> <p>Teeswide MSP Guidance December 2016 LGA: Making Safeguarding Personal (MSP) Toolkit January 2015</p>	<p>1. The Board and partner agencies will improve methods to appropriately collect data and feedback from safeguarding service users, which will be further analysed to help shape practice across Tees.</p>
	<p>2. The Board will help to develop appropriate personal development opportunities for professionals linked to Making Safeguarding Personal, which will be developed from service users feedback.</p>

People being supported and encouraged to make their own decisions and informed consent

People Outcome Measure: How this will make a difference	Timeline	Lead Group	Contributors
<p>By March 2018 the views of key stakeholders will have further influenced the work of the Board.</p>	April 2017 and ongoing	CE	All Sub-Groups Prevention Task and Finish Group
	March 2018	CE	Prevention Task and Finish Group
<p>By March 2018 the Board will have used the experience of adults to help improve the approach to personalisation.</p>	March 2018	PAQ	CE
	March 2018	LTD	OLPG

Strategic Aim Two: Prevention

Objectives Reference Material/Source	Action
<p>2.1. Improve the focus on preventative strategies.</p> <p>Annual Communication and Engagement Report 2016-17 Strategic Overview of Adult Safeguarding Teeswide Local Medication Audit</p>	1. The Board will extend the scope of the CE Sub Group and broader structure to develop preventative strategies for key identified sources of risk.
	2. The Board will review the current training provision and create a suitable learning opportunity for managers/ leaders in non-regulated agencies.
	3. The Board will use the learning from Safeguarding Adults Reviews, the Serious Concerns Protocol, operational and other opportunities, to inform the preventative work of the Board and all of the Sub-Groups.
<p>2.2. Reduce barriers to reporting abuse and neglect.</p> <p>Strategic Business Plan 2016-17 Annual Communication and Engagement Report 2016-17 Strategic Overview of Adult Safeguarding Teeswide Equality Act 2010 (Public Sector Equality Duty)</p>	1. The findings from the Strategic Overview of Adult Safeguarding Teeswide Report will be used by the Board to deliver a specific action plan to improve reporting within specific community and harder to reach, or marginalised groups.
	2. Partner agencies will utilise existing opportunities, and the Board will develop new methods for improving awareness, and specifically for community and harder to reach, or marginalised groups. Communication and Engagement Strategy 2017-18

It is better to take action before harm occurs

People Outcome Measure: How this will make a difference	Timeline	Lead Group	Contributors
By March 2018 we will have helped more people to access preventative interventions.	March 2018	CE	Prevention Task and Finish Group LTD
	March 2018	LTD	
	April 2017 and ongoing	SAR	All Sub-Groups Prevention Task and Finish Group
By March 2018 we will have used a targeted approach to reducing barriers to reporting abuse and neglect.	Sept 2017	CE	Prevention Task and Finish Group
	March 2018	CE	Prevention Task and Finish Group

Strategic Aim Three: Protection

Objectives Reference Material/Source	Action
<p>3.1. Provide effective responses to reported abuse and neglect.</p> <p>Annual Communication and Engagement Report 2016-17 Strategic Overview of Adult Safeguarding Teeswide</p>	1. The Board will provide guidance for professionals on which protective options/services exist.
	2. The Board will improve the focus on domestic abuse, sexual exploitation, modern slavery and financial abuse by continuing to promote awareness of these issues, and by developing guidance for professionals.
	3. The Board will implement a Teeswide Self-Neglect Model.
<p>3.2. Proactively address issues linked to the quality of local care and support services.</p> <p>Feedback from the Quality Assurance Framework 2016-17 Strategic Overview of Adult Safeguarding Teeswide</p>	1. The Board will develop performance benchmarks based on relevant information, inspection and national reports to generate a collective local picture of how well adults are being safeguarded; working with partners to report on risks and improve practice.
	2. The Board will work with partner agencies to improve data collection, and develop good practice, aimed at reducing repeat occurrences of abuse and neglect.
	3. The Serious Concerns Protocol will be reviewed and re-launched by the Board to provide the mechanism to support services to improve their provision.

Support and representation for those in greatest need

People Outcome Measure: How this will make a difference	Timeline	Lead Group	Contributors
By March 2018 adults Teeswide will receive a more integrated response to safeguarding adult concerns.	July 2017	LTD	CE
	March 2018	PPP	CE LTD
	Sept 2017	PPP	
By March 2018 there will be fewer repeat occurrences of abuse and neglect.	Sept 2017 and ongoing	PAQ	PPP OLPG
	April 2017 and ongoing	PAQ	PPP OLPG
	Sept 2017 and ongoing	PPP	

Strategic Aim Four: Partnership

Objectives Reference Material/Source	Action
<p>4.1. Develop assurances for effective working with partners, other strategic bodies and local communities.</p> <p>Annual Communication and Engagement Report 2016-17 Strategic Overview of Adult Safeguarding Teeswide</p>	<p>1. Effective engagement with GP's, Dentists, Pharmacists, Public Health, NHS England and voluntary sector organisations will be delivered by increasing the membership of the Board.</p>
	<p>2. The Board will work with Local Safeguarding Children Boards and Community Safety Partnerships to better co-ordinate the overall approach to safeguarding work.</p>
	<p>3. Safeguarding champions from a cross section of communities and backgrounds will be selected to work with the Prevention Group to help promote broader awareness of the issues.</p>
<p>4.2. Evaluate how well agencies are co-operating and collaborating Teeswide.</p> <p>Strategic Overview of Adult Safeguarding Teeswide</p>	<p>1. The Board will analyse existing multi-agency safeguarding arrangements locally, regionally and nationally to report if more effective arrangements could be established in Tees.</p>
	<p>2. The Board will deliver a multi-agency learning event for operational practitioners, aimed at improving procedural consistency within and across partner agencies.</p>

Local solutions through services working with their communities

People Outcome Measure: How this will make a difference	Timeline	Lead Group	Contributors
<p>By March 2018 we will better co-ordinate safeguarding adults work.</p>	March 2018	Board	
	April 2017 and ongoing	CE	Prevention Task and Finish Group LTD
	April 2017 and ongoing	CE	Prevention Task and Finish Group
<p>By March 2018 we will be more effective in ensuring our safeguarding arrangements help and protect adults.</p>	March 2018	PPP	OLPG
	March 2018	LTD	CE

Strategic Aim Five: Professional Accountability

Objectives Reference Material/Source	Action
<p>5.1. Hold partners to account and gain assurances regarding the effectiveness of their arrangements.</p> <p>Strategic Business Plan 2016-17 Feedback from the Quality Assurance Framework 2016-17</p>	<p>1. Member agencies will complete the professional Quality Assurance Framework (QAF) in line with the agreed timetable, and in doing so, highlight threats and opportunities within their own organisations.</p>
	<p>2. Partners will engage with a multi-agency audit programme to challenge each other in developing good practice across Tees.</p>
<p>5.2. Provide contemporary policies, procedures and practice guidance to support professionals in the discharge of their legal duties.</p> <p>Feedback from the Quality Assurance Framework 2016-17</p>	<p>1. Feedback from the QAF process and other audits will inform the Board's further development of Teeswide policies and procedures, and help develop practice guidance, including specifically for self-neglect and the Serious Concerns Protocol.</p>
	<p>2. The Board will implement a risk register, which will be used to further support the development of policies and strategies.</p>

Transparency in delivering safeguarding

People Outcome Measure: How this will make a difference	Timeline	Lead Group	Contributors
<p>By March 2018 we will further provide effective assurances about services being delivered to adults.</p>	April 2017 and ongoing	PAQ	
	April 2017 and ongoing	PAQ	OLPG
<p>By March 2018 people's experience of safeguarding will be the same no matter where they live across Tees.</p>	April 2017 and ongoing	PPP	
	November 2017	PPP	

Work programme for the Board and Sub-Group structure			
Action Points	Board	CE Sub-Group	LTD Sub-Group
1.1.1		Lead Group	Contributor
1.1.2		Lead Group	
1.2.1		Contributor	
1.2.2			Lead Group
2.1.1		Lead Group	Contributor
2.1.2			Lead Group
2.1.3		Contributor	Contributor
2.2.1		Lead Group	
2.2.2		Lead Group	
3.1.1		Contributor	Lead Group
3.1.2		Contributor	Contributor
3.1.3			
3.2.1			
3.2.2			
3.2.3			
4.1.1	Lead Group		
4.1.2		Lead Group	Contributor
4.1.3		Lead Group	
4.2.1			
4.2.2		Contributor	Lead Group
5.1.1			
5.1.2			
5.2.1			
5.2.2			

Each Sub-Group may decide to develop their own individual work plan based on the strategic objectives and actions,

Work programme for the Board and Sub-Group structure			
PAQ Sub-Group	PPP Sub-Group	SAR Sub-Group	Notes
Contributor	Contributor	Contributor	
Lead Group			
Contributor	Contributor	Lead Group	
	Lead Group		
	Lead Group		
Lead Group	Contributor		
Lead Group	Contributor		
	Lead Group		
	Lead Group		
Lead Group			
Lead Group			
	Lead Group		
	Lead Group		

whilst also incorporating other practice items which are generated as part of the wider business of the Board.

