Hertfordshire Safeguarding Adults Board

Business Plan

April 2017- March 2020

The Hertfordshire Safeguarding Adults Board (HSAB) is a statutory, multi organisation partnership coordinated by the local authority and its activities are underpinned by the six safeguarding principles from the Government Policy on Adult Safeguarding:

- Empowerment: people being supported and encouraged to make their own decisions and give informed consent;
- Prevention: it is better to take action before harm occurs;
- Proportionality: the least intrusive response appropriate to the risk presented;
- Protection: support and representation for those in greatest need;
- Partnership: local solutions through services working with their communities – communities have a part to play in preventing, detecting and reporting neglect and abuse;
- Accountability and transparency in safeguarding practice.

The Purpose of the Hertfordshire Safeguarding Adults Board.

The Care Act came into force in April 2015. This legislation puts safeguarding adult’s boards on a strong statutory basis, better equipped to prevent abuse and to respond when it occurs. The HSAB has an independent Chair and together the Board works in partnership with statutory organisations, voluntary and community groups and the public to safeguard adults by:

- Assuring itself that local safeguarding arrangements are in place as defined by the Care Act 2014 and statutory guidance;
- Assuring itself that safeguarding practice is person-centred and outcome-focused;
- Working collaboratively to prevent abuse and neglect where possible;
- Ensuring agencies and individuals give timely and proportionate responses when abuse or neglect have occurred;
- Assuring itself that safeguarding practice is continuously improving and enhancing the quality of adult life in Hertfordshire.
The Boards priorities and achievements for 2016/17 were:

1. To promote, implement and maintain high quality multi-agency Safeguarding Adults practice across Hertfordshire;
2. To develop and maintain effective working relationships between members, their partners and other community partnerships and ensure that Safeguarding Adults is clearly identified within their core business;
3. To engage service users, carers and the public in the development of Safeguarding Adult practice across Hertfordshire;
4. To raise public, professional and political awareness of the Safeguarding Adult Agenda across Hertfordshire;
5. To commission Safeguarding Adult Reviews and ensure that learning from them and other reviews, local and national, is embedded in local practice;
6. To promote effective training in Safeguarding Adults and ensure that workforce practice is continuously improving;
7. To contribute regionally and nationally to the development of Safeguarding Adults;
8. To promote, maintain and seek assurance of the multi-agency implementation of the Mental Capacity Act and the Deprivation of Liberty Safeguards to a high quality across Hertfordshire;
9. To fulfil our statutory objective under The Care Act to help protect adults who have needs for care and support, and are experiencing or at risk of abuse or neglect.

Some of the achievements for the past year include:

- The launch of the Safeguarding Adult Policy
- Three widely circulated newsletters
- MCA Practitioner Forum which received positive feedback
- IMR Writers Training for the HSAB
- Two SAR's were completed with learning outcomes including the recognition that more multi-agency training is needed
- Service User Workshop

The delivery of the HSAB Business Plan will be delivered over three years and will focus on five strategic objectives which will aim to ensure the engagement and involvement of the community and people who have direct experience of abuse or neglect; to
ensure there is effective governance and that there is meaningful monitoring, training and evaluation of any service involved in the safeguarding of adults.

The HSAB priorities built into the work of the Board and sub group for the next three years are:

- Domestic Abuse (including hidden abuse);
- Financial Abuse & Scamming;
- Self-Neglect & Hoarding.

In January 2018, it was agreed to include the additional priorities:

- Working with high risk individuals (including unwise decisions and Self Neglect);
- Making Safeguarding Personal;
- Cuckooing and County Lines;
- Honour based abuse
- Modern Slavery.

**HSAB Strategic Objectives 2017-2020**

**Strategic objective 1:** To be assured by partner agencies that there is effective leadership, partnership working and governance for safeguarding adults; holding partners and agencies to account;

**Strategic objective 2:** To identify, and monitor the implementation of changes that help to prevent similar abuse or neglect happening to others;

**Strategic objective 3:** To listen to people who have experienced abuse or neglect, and to seek assurance that people are able to be supported in the way that has been identified and agreed with the adult at the centre of the safeguarding process to ensure they are empowered to make decisions and achieve the outcomes they want;

**Strategic objective 4:** To promote safeguarding adults among the general public, by raising awareness and promoting well-being with the aim of preventing abuse and neglect;

**Strategic objective 5:** To promote effective training and development in Safeguarding Adults, ensuring that there is a quality improvement approach to workforce practice.
## Action

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<thead>
<tr>
<th>Priority</th>
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<th>Lead Person Responsible and Board Lead</th>
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| 1.1      | Develop a HSAB Performance Management Framework (PMF) which includes an agreed multi-agency data set and self-assessment framework | Mary Moroney, Keith Dodd – Chair of Performance Sub-group | March 2018 | Data set to include the following:  
- Police data  
- District level data  
- Breakdown of neglect  
- Benchmark local data  
- The 6 safeguarding principles  
Self –assessment framework  
Publication of the HSAB Performance Management Framework | Agreed measures and data to identify emerging trends and themes to inform areas for improvement or future analysis. | December 2017: Agreed PM framework to was presented to HSAB Performance Group in February 2018. The PF was agreed by the Group and will be circulated to Board and published. |
| 1.2      | Making Safeguarding Personal to be core to all Board activities. | Statutory Partners Liz Hanlon | Ongoing | All HSAB training to ensure MSP is included  
MSP to be referenced in any new policy/procedures written by the Board  
Self-Assessments to incorporate a request for real life examples of MSP | All HSAB training quality assured re: MSP  
P&P group to have standing item on MSP  
Good practice examples for dissemination  
MSP is the agreed theme for the annual conference. | MSP work being embedded into all sub-group work plans,  
Standing item on Policy and Procedures agenda. |
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<td>2.1</td>
<td>Respond to and implement action plans from the learning of SARS and other case reviews, ensuring the Board that partners have taken appropriate action to improve areas of concern. Learning from safeguarding adult reviews is shared within and across organisations and the learning is used to inform and improve practice.</td>
<td>Tracy Pemberton Chair of SAR subgroup Elizabeth Hanlon</td>
<td>Reviewed at every SAR Sub Group</td>
<td>Quarterly update on progress of action plan to Board. Findings from the SAR are incorporated in training. Implementation of actions as set out in the action plan</td>
<td>Learning outcomes are reflected in agencies policies, practice, training and guidance. Professionals are increasingly aware of identified learning to improve practice and critical factors in improving safeguarding in Hertfordshire. Dissemination of learning and improved practice implemented.</td>
<td>Learning outcomes are being disseminated across the partnership. This is being done via Forums and sub-groups. To consider use of Infographic to spread learning across the partnership. Forum in March to cover SARs, Forthcoming SARS report writers to do two presentations in two sides of the county.</td>
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<td>2.2</td>
<td>Formulate new policy and guidance in response to new legislation and national/local developments.</td>
<td>Kate Linhart Chair of the Policy &amp; Procedure Sub Group Mary Moroney</td>
<td>Ongoing</td>
<td>New policies and procedures developed in a timely way and include: • Social Isolation • Unwise Decisions • Hoarding New policies and procedures</td>
<td>Staff are equipped to respond to legislative changes and take a proactive approach to safeguarding vulnerable adults.</td>
<td>Ongoing work on new polices Hoarding policy implemented and has been reviewed. Now to be linked to Self-Neglect. Draft</td>
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are widely circulated and published on the HSAB website.
Consultation process is included in the development policies and procedures.
Concerns are accurately recoded and acted on.
Adult safeguarding which demonstrates early prevention and intervention is added to relevant strategies and plans
Better coordinated and targeted response to the safeguarding of vulnerable specific to areas of HSAB priority or as a response to legislative changes

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<th>2.3</th>
<th>To ensure Self-Neglect guidance and multi-disciplinary for complex cases work stream are formally launched across the partnership once completed.</th>
<th>Statutory Partners</th>
<th>September 2018</th>
<th>Launch takes place Assurance to Board of guidance disseminated within agencies</th>
<th>More Self-neglect cases dealt with earlier. Less safeguarding referrals for self-neglect.</th>
<th>Launch currently being arranged for September. Policies to be agreed at June Board.</th>
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<td></td>
<td>Mary Moroney</td>
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<td>3</td>
<td>To listen to people who have experienced abuse or neglect, and to seek assurance that people are able to be supported in the way that has been identified and agreed with the adult at the centre of the safeguarding process, that they are empowered to make decisions, and can achieve the outcomes they want;</td>
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<td>3.1</td>
<td>Explore a range of approaches to achieve meaningful involvement of service users and other stakeholders to ensure Board activities are informed by the voice of stakeholders.</td>
<td>Statutory Partners</td>
<td>Mary Moroney</td>
<td>March 2019</td>
<td>Evidence that feedback from services users has been considered in the planning and implementation review processes</td>
<td>Service user input will be reflected in agencies’ policies, procedures, guidance and training.</td>
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<td>3.2</td>
<td>Learning from safeguarding adult reviews is shared within and across organisations and the learning is used to inform and improve practice. See also 2.1</td>
<td>Tracy Pemberton Chair of the SAR Sub Group</td>
<td>Jane Trundle Chair of Learning and Development Sub Group</td>
<td>Reviewed at every SAR Sub Group</td>
<td>Learning events. Practice guidance notes. Audits confirm learning has been embedded into practice Implementation of actions as set out in the action plan</td>
<td>Learning is disseminated within the partner organisations and mitigates future risks. Professionals are able to apply specific learning outcomes to the wider principles of safeguarding adults.</td>
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### 3.3 To raise awareness with professionals of the issue of cuckooing and County Lines, particularly for adults with learning difficulties

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<td></td>
<td>Bill Jephson Statutory Partners</td>
<td>March 2019</td>
<td>Link to Constabulary forums on Cuckooing and County Lines Link to any campaigns, materials being established with particular reference to adults with learning difficulties or other care and support needs.</td>
<td>Professional awareness increased and noted on Self Assessments</td>
<td>Presentation to Board on 23rd March and HSAB will be party to Herts Constabulary working group in 2018.</td>
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### Priority 4 To promote safeguarding adults among the general public, by raising awareness and promoting well-being with the aim of preventing abuse and neglect

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<td>4.1</td>
<td>Develop use of patient/personal stories to embed MSP and awareness</td>
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<td>4.2</td>
<td>Improved awareness to reduce the prevalence of honour based abuse.</td>
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<td>4.3</td>
<td>Co-ordinate public facing campaigns as agreed by HSAB and other Partnerships (DA/HSCB)</td>
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<td>Action</td>
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<td>5</td>
<td>To promote effective training and development in Safeguarding Adults, ensuring that there is a quality improvement approach to workforce practice.</td>
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<tr>
<td>5.1</td>
<td>Develop the HSAB Training and Workforce Development Strategy as required by the Care Act</td>
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<tr>
<td>5.2</td>
<td>Training needs analysis to inform the HSAB of areas of training gaps or improvement</td>
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### 5.3 To raise awareness with schools and education providers to improve early identification of vulnerable adults and to address the inter-generational aspects of adult abuse and neglect.

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<tr>
<th>Group</th>
<th>Mary Moroney</th>
<th>needs of partners and their workforce in an increasing efficient and cost effective way</th>
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<tr>
<td>Jane Trundle</td>
<td>Chair of the Learning</td>
<td>2x Safeguarding Awareness course, 1x modern slavery, 1x Fire Safety</td>
</tr>
<tr>
<td>&amp; Development Sub Group</td>
<td>Mary Moroney</td>
<td></td>
</tr>
<tr>
<td>30&lt;sup&gt;th&lt;/sup&gt; December 2018</td>
<td>Inclusion of Adult safeguarding awareness in training settings for education sector.</td>
<td>Staff working in Adult Educational settings are increasingly aware of safeguarding adult issues and in particular where there are adults with a Learning Disability</td>
</tr>
<tr>
<td>30&lt;sup&gt;th&lt;/sup&gt; December 2018</td>
<td>HAFLS have well established programmes.</td>
<td>Improved early identification of safeguarding adult issues</td>
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<td>A change in culture to the way in which safeguarding adults is identified and responded to</td>
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### 5.4 HSAB to incorporate Modern Slavery workshop into proposed training package

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<th>Group</th>
<th>Jane Trundle Chair of the Learning &amp; Development Sub Group Mary Moroney</th>
<th>March 2018</th>
<th>Training in place</th>
<th>Training analysis shows participants increased awareness</th>
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<tr>
<td></td>
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<td></td>
<td>Training in place</td>
<td>This has been agreed with trainers for 2018-19</td>
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The L&D sub-group will link with LADO and DSP trainers to ensure awareness is in place for educational establishments.
Removed and completed actions
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| 1.2    | Undertake two themed audits in each financial year. | Elizabeth Hanlon Janet Jones | Two themed multi-agency audits to be completed by 31.03.2018 Multi-Agency Self-neglect audit to be completed by 01.05.2017 | Multi-Agency Audit identifies:  
- the issues and challenges services users, carers and families encounter  
- areas of effective practice  
- areas and plans for improvement  
All HSAB Multi-Agency audits to include the evaluation of the service user experience, supervision and management oversight and themes from case reviews Learning from audits disseminated Audits represent a proportionate cross spread of the adult population and multi-agency network. | Audit confirms whether service users, carers and family members are understood and supported to make decisions that have a positive impact on their wellbeing  
Professionals are increasingly aware of critical factors in improving safeguarding in Hertfordshire through the dissemination of audit findings  
Safeguarding of adults will continually improve and respond appropriately to new issues | Self – Neglect Audit completed. Action plan in place to deliver recommendations.  
HSP to decide on topic for new audit – possibility deep dive into MSP |
| 1.3 | Review and strengthen the risk register to ensure that HSAB is made aware of any risks within and across services and is assured and updated on any action to be taken to minimise the risk | Janet Jones | Elizabeth Hanlon | Risk register reviewed at every Statutory Partners Meeting. Number of new risks added Number of risks closed | HSAB are better informed of identified risk within and across services. Professionals are increasingly aware of critical factors in improving safeguarding in Herts. Risk register is used to support statutory decision making, mitigating risks |
3.2 Develop an awareness raising campaign focusing on breaking down barriers to reporting, personal responsibilities to speak out, build confidence to report concerns.

| Tracey Cooper Chair of Public Engagement Sub Group | March 2018 | Number of concerns Feedback from service users Media Campaigns Publicity Materials, including social networks. | Wide awareness of abuse; Workforce and community know how to report and combat abuse to safeguard adults. |

Two task and finish group – Awareness raising – Prevention and good practice (Watford)

2. Carers – link to Carers in Herts survey. – Jan 2018 questions agreed with carers in Herts for inclusion in their survey. Analysis meeting planned for March 2018 once survey results are in.

3.3 HSAB to be assured that organisations’ are transparent and will respond to anyone taking personal responsibility to report or speak out about adult safeguarding concerns.

| Keith Dodd | Review Sept 2017 | Feedback from Service User Groups Self-Assessment Audits Safeguarding enquiry. Response to safeguarding enquiry. | Staff and the public express confidence to know when, how and to whom they should raise a concern. |

Business as usual
## HSAB BUSINESS PLAN 2017-2020

### Priority 4

| 3.5 | Organisations demonstrate commitment to personalisation and community based support | Elizabeth Hanlon  
Mary Moroney | Review Sept 2017 | Partnership assurance report to demonstrate they are making safeguarding personal with examples of practice and outcomes. Launch of the service user focus group | HSAB to be assured that safeguarding outcomes within all partner organisations are person-led with informed consent. | HSAB partners to provide MSP assurance report to September Board Updates via the survey, the self-assessment audit and training |

| Priority 4 | To promote safeguarding adults among the general public, by raising awareness and promoting well-being with the aim of preventing abuse and neglect |

| 4.1 | Develop the HSAB’s communication plan and publicity material and Implementation & Distribution Plan | Tracey Cooper  
Chair of Public Engagement Sub Group | Review Sept 2017 | Develop multi-agency, publicity material on the awareness of all types of abuse, its impact and where to go for advice and support. The work of HSAB is promoted to all interested parties including vulnerable and minority groups. Communication Implementation & Distribution plan reflecting adult safeguarding board priorities and learning outcomes disseminated and published. | Improved identification and promotion of safeguarding to vulnerable groups. Better coordinated and targeted approach to areas of concern and priority. The Implementation & Distribution Plan will ensure learning is widely disseminated to both known and emerging individuals and groups and is up to date and in line with | Communication plan completed. |
|   | Undertake theme based awareness campaigns to develop community awareness and engagement of adult abuse and its impact with a focus on: Hoarding, self-neglect, domestic abuse, financial abuse, scamming and unwise decisions. | Tracey Cooper Chair of Public Engagement Sub Group | Review 31st March 2017 | Align work of the Public Engagement Sub-Group with the HCS safeguarding publicity campaign.  
2 Multi-agency Focus Groups per year.  
Focus group’ feedback confirms understanding and awareness of safeguarding risks and who to contact for support, information and advice. | Improved awareness of potential safeguarding risk (specific to Hoarding, self-neglect, domestic abuse, financial abuse, scamming and unwise decisions) indicators to ensure the protection and support for vulnerable adults  
Better coordinated and targeted response  
vulnerable adults at risk of harm/harmed as a result of neglect, domestic abuse, financial abuse, scamming and unwise decisions harmed by the workforce across Hertfordshire  
Increased early intervention by agencies and changing of culture  
Increased opportunity for victims to seek help safely | This is covered in the PEG work plan and linked with action 4.1 |