

DRAFT Northamptonshire
Safeguarding Adults Board
Strategic Plan 2016-19



Working Together to Keep People Safe

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Northamptonshire Safeguarding Adults Board

Living a life that is free from harm and abuse is a fundamental right of every person. However, when abuse does take place, it needs to be dealt with swiftly, effectively and in ways which are proportionate to the issues, where the adult in need of protection stays as much in control of the decision-making as is reasonably possible. The right of the individual to be heard throughout this process is a critical element in the drive towards a more personalised care and support.

In Northamptonshire, partners work together both to promote safer communities to prevent harm and abuse and to deal effectively and efficiently with suspected or actual cases. Together we have co-produced our *Safeguarding Adults Strategy 2016-19: Working Together to Keep People Safe*. The strategy has been created with the involvement of the Users and Carers Sub-Group and in consultation with Healthwatch Northamptonshire (the local independent consumer champion whose role is to make sure that the views of the public and people who use services are taken into account).

It is our firm belief that adults at risk are best protected when our strategy for improving adults safeguarding is consistent across the county.

Chair Northamptonshire Safeguarding Adults Board

Acknowledgements

The Northamptonshire Safeguarding Adults Board would like to acknowledge the hard work of its membership which consists of dedicated safeguarding leads across all agencies, without which we would not learn, develop and grow. Member organisations of the Board include:

- East Midlands Ambulance Service NHS Trust
- Healthwatch Northamptonshire
- Kettering Borough Council
- Kettering General Hospital NHS Foundation Trust
- NHS England
- NHS Nene and NHS Corby Clinical Commissioning Groups
- Northampton General Hospital NHS Trust
- Northamptonshire Association of Registered Care Homes
- Northamptonshire County Council
- Northamptonshire Fire and Rescue
- Northamptonshire Healthcare NHS Foundation Trust
- Northamptonshire Police
- Prison Service – HMP Onley
- Prison Service – HMP Rye Hill
- Probation – NPS
- Probation - CRC
- Service Users and Carers
- St. Andrews Healthcare
- University of Northampton

1. Introduction and vision

Introduction- why do we need a strategy?

Safeguarding is everyone's business, and it is important that organisations work together to protect people who need help and support. People and communities have a big part to play in preventing, identifying and reporting neglect and abuse, and measures need to be in place locally to protect those least able to protect themselves.

Safeguarding is the process of protecting adults with care and support needs from abuse or neglect. It is aimed at people who may be in vulnerable circumstances and at risk of abuse or neglect, due to the actions (or inaction) of another person or persons.

This strategy is about how the people of Northamptonshire, whether residents, families and friends, visitors, businesses or members of organisations providing services, can work in partnership to make the county a safer place. It is about making Northamptonshire a place where we **Work Together to Keep People Safe** and where adults feel safe, secure and free from abuse and harm.

In 2014, the Government published a document called the Care Act which offers guidance for Safeguarding Adults Boards on developing and implementing multi-agency policies and procedures to protect adults at risk from abuse. The guidance was developed in response to a series of incidents that demonstrated the need for immediate action to ensure that adults at risk receive protection and support. The implementation of the Care Act 2014 places our Safeguarding Adults Board on a statutory footing. This has strengthened, through legislation, Safeguarding Adults Boards to the partnership work already in existence and hold agencies accountable.

In Northamptonshire, we have been successful in implementing the Care Act 2014, but we strongly believe that, as well as ensuring people are protected and supported, success is about preventing abuse happening in the first place. This strategy will enable us to do this and sets out a new direction in safeguarding adults. When it is the right thing to do, as well as taking firm action by protecting people from harm, we will focus on preventing abuse so that we can help stop the unacceptable exploitation and harm towards adults at risk, much of which is a crime.

This strategy will play a vital role in ensuring that partners work together, alongside individuals and communities to safeguard adults in ways that supports them to make informed choices, and enabling them to have control in how they will live their lives.

The Vision- The National Principles

The government set out its vision for all care and support in “Caring for our future: reforming care and support” in July 2012. The White Paper and subsequent Care Act 2014 set out a new vision for a reformed care and support system with a focus of care and support being to promote people’s wellbeing and independence instead of waiting for people to reach a crisis point with active communities to reach out to those around them. Families and individuals will have better information to plan and prepare for their future, and people will have more options to keep them well and independent.

The Government wishes to empower individuals to take responsibility for their own lives. This includes enabling them to protect themselves from harm and abuse, with and without assistance from others and to empower communities to make decisions and their own arrangements to suit local needs and priorities. This includes ensuring that we protect adults at risk of significant harm from abuse.

In practice the Government’s policy objective continues to be to prevent and reduce the risk of significant harm to adults from abuse or other types of exploitation, whilst supporting individuals in maintaining control over their lives and in making informed choices without coercion. Safeguarding remains everybody’s business, with communities playing a part in preventing, identifying and reporting neglect and abuse. Measures need to be in place locally to protect those least able to protect themselves. The State’s role in safeguarding is to provide the vision and direction and ensure that the legal framework, including powers and duties, is clear, and proportionate, whilst maximising local flexibility.

We will use the following six core principles set out by the Government as our strategic priorities to measure existing adult safeguarding arrangements and to measure future improvements.

- Empowerment - person led decision making and informed consent
- Protection - support and representation for those in greatest need
- Prevention - taking action before harm occurs
- Proportionality - proportionate and least intrusive response, appropriate to risk
- Partnership - local solutions through services working with their communities
- Accountability - accountability and transparency in delivering safeguarding

The Strategic Priorities all of equal importance. However, the government highlight the importance of prevention and proportionate responses. Prevention of harm is always better than investigating harm that individuals have experienced, after the event. Empowerment and proportionality are critical in ensuring that individuals have the best experience possible when they are involved in safeguarding enquiries.

In addition to these strategic priorities, it is also important that all safeguarding partners take a broad community approach to establishing safeguarding arrangements. It is vital that

Northamptonshire Safeguarding Adults Board

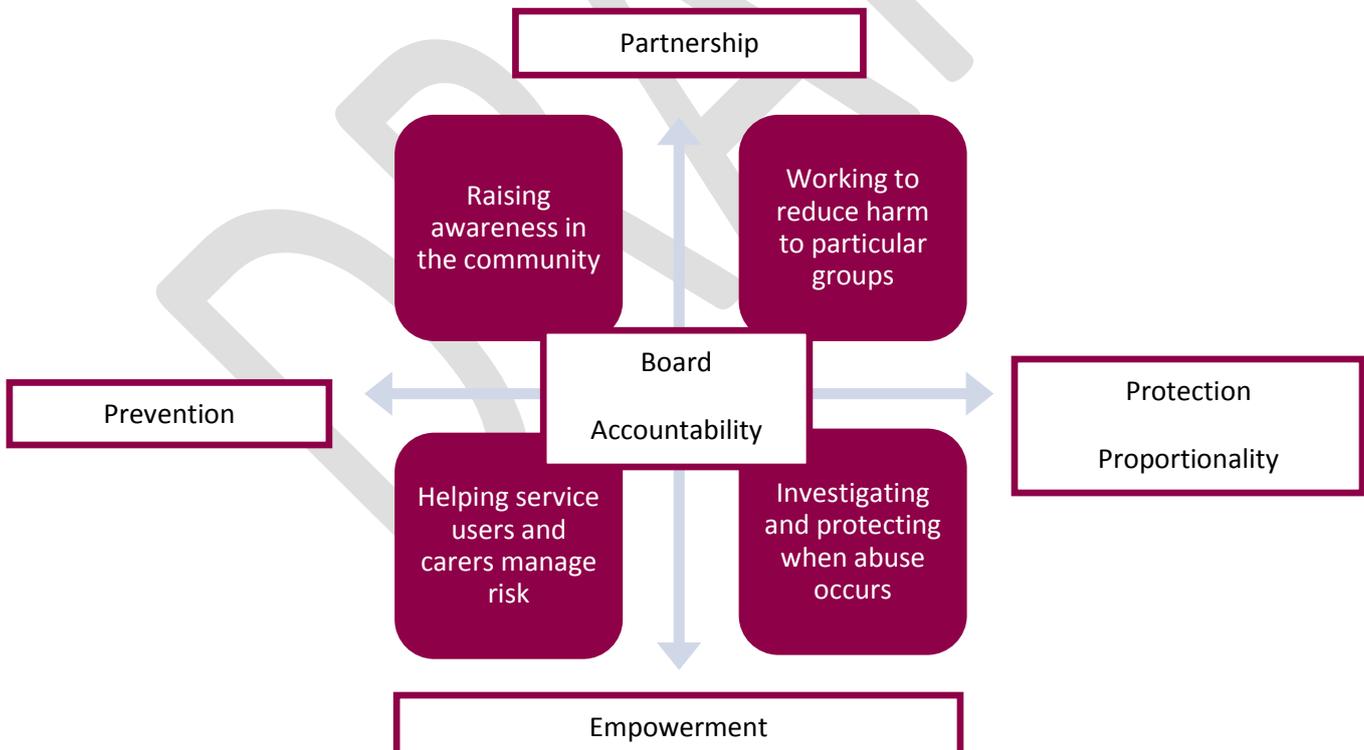
all organisations recognise that adult safeguarding arrangements are there to protect individuals. We all have different preferences, histories, circumstances and life-styles, so it is unhelpful to prescribe a process that must be followed whenever a concern is raised; and the case study below helps illustrate this.

Northamptonshire- The local vision

In Northamptonshire our vision is summarised as 'Working Together to Keep People Safe'.

People should be able to live a life that is free from harm, where communities have a culture that does not tolerate abuse; we work together to prevent abuse; and people know what to do when abuse happens and any response is proportional.

To make this vision a reality requires an ongoing community wide effort, involving a partnership between the person, their families and all the agencies across the partnership. Our Strategic priorities are ambitious as it feels appropriate to strive for excellence in protecting the most vulnerable people in our society. The following diagram sets out the governments six key safeguarding principles, our strategic priorities, and how they link into the work over seen by Board through holding partners to account, monitors outcomes and effectiveness, using data and intelligence to identify risk and act on it and co-ordinate activity.





2. The Local Picture

Population Details

Northamptonshire	0-17	18-64	65-74	75+
2014	160,200	430,300	69,600	52,100
2030	173,000	445,500	89,500	94,500
Change	7%	3%	22%	45%

Northamptonshire's population currently stands at an estimated 718,300 people and is expected to increase between 2014 and 2030 by 90,300. It is projected that by 2030, 23% of the county's population will be 65 or over.



Current arrangements supporting safeguarding in Northamptonshire

Northamptonshire Safeguarding Adults Board is a multi-agency Board, with members working in partnership to provide strategic leadership for effective local adult safeguarding arrangements. With senior representation from many partner organisations, our Board offers a robust mechanism to discuss, develop and action the changes required for high quality safeguarding prevention and oversight.

All members report to the respective Boards or management groups within their own agencies on the work of the Board, and a mechanism has been agreed to ensure that policies and procedures are signed off by individual partner agencies as required. Working with the wider public service users and carers is essential to our work. The Board's accountability structure is shown in Appendix A.

To report a safeguarding concern, contact should be made to the Customer Service Centre of Northamptonshire County Council, by completing the on-line Notification https://northamptonshire.firmstep.com/default.aspx/RenderForm/?F.Name=idV3aLtgpoX&Are_you_a_professional_or_a_customer=Customer, or by telephone 0300 126 1000 (Monday - Friday 8:00am - 6:00pm), where it will be triaged within the same working day. The Local Authority will determine the priority of need and actions required

3. Strategic Priorities and How will we know we've made a difference?

We strive to continually improve how we work with people to safeguard them from abuse and neglect and want to further understand whether we are making a positive difference to the lives of the people who use, or who are in contact with our services.

The Northamptonshire Safeguarding Adults Board will make sure the workstreams exist to meet our priorities. A Business Plan exists in order to ensure that the Board can deliver its vision. The Board has nominated key leads to ensure that the actions are implemented and delivered within agreed timescales. Progress will be reviewed and reported at each Board meeting.

This approach to delivery and performance management supports us to be clear about what is working and what is not working, providing greater transparency and accountability for the people of Northamptonshire. It will also enable us to monitor our vision closely, ensuring actions are appropriate and progress is timely.

Set out below are the key lines of enquiry to look at how well we are doing in relation to meeting our six strategic priorities. This will inform us how well safeguarding is working and whether standards are being met.

Strategic Priority 1: Empowerment

People are supported and encouraged to make their own decisions and informed consent.

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

What we will do:

We will prioritise empowerment through the implementation of a communications strategy, the aim of which will be to provide information and advice, while raising awareness of safeguarding issues. We will develop the Safeguarding Adults Board web-pages in order to increase the profile of the Board, and to provide easily accessible Safeguarding Information, promoting advocacy and a better understanding of the issues around Mental Capacity and Deprivation of Liberty Safeguards. The board will encourage consideration of personalisation and positive risk taking according to each individuals desired outcome/making Safeguarding Personal framework.

Strategic Priority 2: Protection

Support and representation is for those in greatest need

"I get help and support to report abuse and neglect. I get help so that I am able to take part in the safeguarding process to the extent to which I want".

What we will do:

We will prioritise protection by reviewing and refreshing the risk management tool and Inter-agency procedures to create a clearer threshold criteria and process for reporting. Furthermore, we will promote advocacy and support for the individual and their immediate care network. This will be supported by improved communication and inter-agency risk management procedures. We will conduct useful analysis and interrogation of intelligence in relation to safeguarding notifications, Referrals/Alerts, and Protection Plans ensuring effective measures have been put in place to protect individuals in a timely manner.

Strategic Priority 3: 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”.

What we will do:

We will support prevention through the promotion of advocacy and encourage greater understanding of abuse/neglect by raising awareness of Adult Safeguarding issues between professionals, Statutory Agencies and the wider community. In addition, we will refresh communication relating to whistleblowing. We will engage with the Community Safety Partnership and Community Social Responsibility initiatives and endeavour to engage with people from hard to reach groups.

Strategic Priority 4: Proportionality

The least intrusive response, appropriate to the risk presented

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

What we will do:

We will promote proportionate action by focusing on personalisation and positive outcomes for the individuals involved. The board will encourage the use of advocacy, whether formal or informal. We will take into account risk/harm thresholds and this will inform decision making around responses to safeguarding issues. We will strive to benchmark ourselves to the “Making Safeguarding Personal” framework and listen to the customer voice in relation to their preferred Outcome.

Strategic Priority 5: 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 and with me to get the best result for me”.

What we will do:

Agencies will work in partnership with one another, forming clear lines of communication and responsibility. Quarterly meetings will be held between representatives of Health and Social Care Commissioners and Safeguarding representatives and the Care Quality Commission where the Board will endeavour to influence the services provided. These meetings will allow the sharing of information regarding local providers and possible concerns. An information sharing protocol will remain in place.

Strategic Priority 6: Accountability

Accountability and transparency in delivering safeguarding

“I understand the role of everyone involved in my life and so do they”.

What we will do:

We will ensure accountability and transparency by demonstrating the Board’s plans and outputs within Strategy and Business Plan documents. We will make clear the aims and attendance of the Board and it’s subgroups by reviewing Terms of Reference (TOR) regularly and by providing new members with an induction pack. We will hold a Development Day on an annual basis, in order to reflect on the effectiveness of the board, and develop points for progression and improvement.

These Strategic Priorities will be delivered via local workstreams as follows;

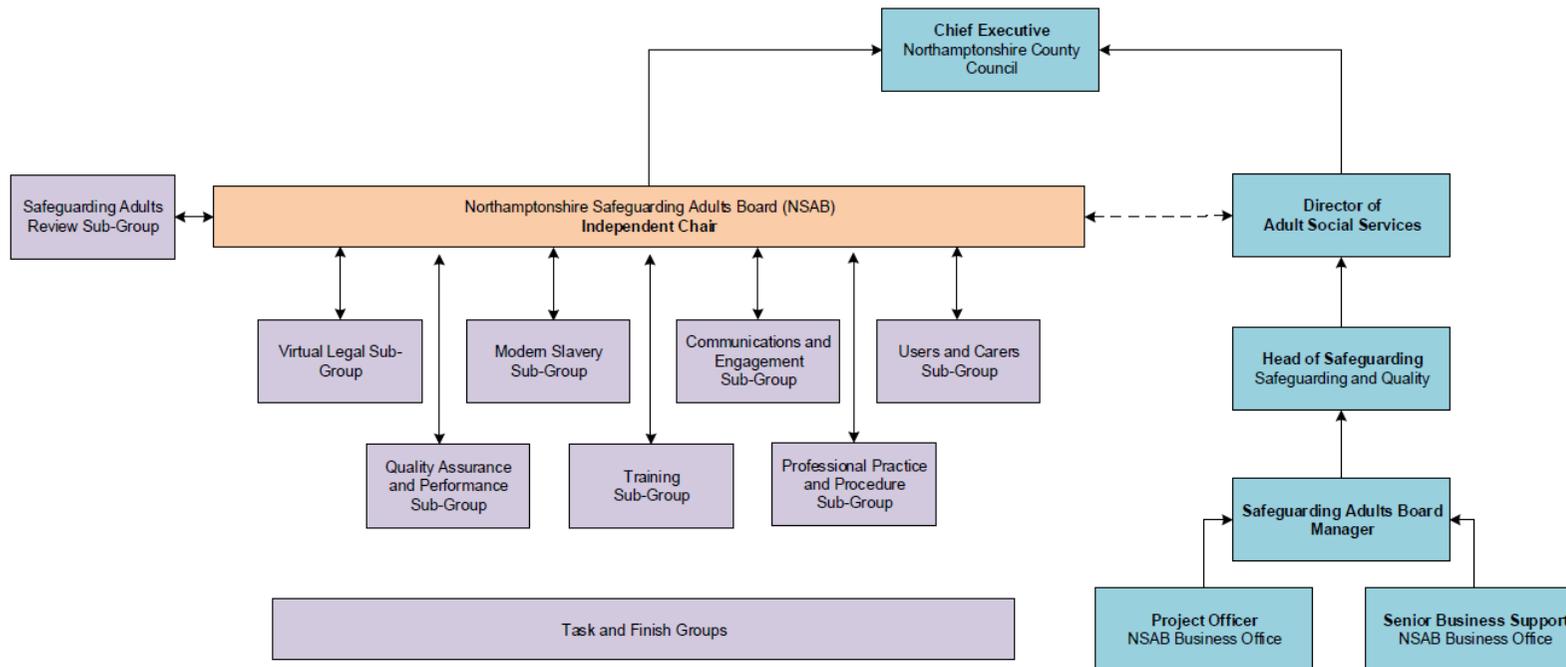
	Workstream
1.	<p>Statutory Duty: <u>Making Safeguarding Personal</u> is a methodology of delivering safeguarding practice by all agencies in an outcomes focused, person-centred approach. We will embed Making Safeguarding Personal into all aspect of Adult Safeguarding and confirm with an assurance process. We will assess the implementation of Making safeguarding personal and its impact on choice, control, engagement and outcomes.</p>
2.	<p>Assurance: <u>Performance and Quality Assurance Framework</u> is the maintenance of a desired level of quality in a service, especially by means of attention to every stage of the process of delivery. In developing services, quality assurance is a systematic process of checking to see whether the service is meeting specified requirements. We will develop an NSAB Self Assessment process, multi-agency case file audits, and the use of data collection analysis for a quantitative perspective which will help us to understand our population, understand the local risks, themes, trends and population around adult safeguarding, to influence and shape preventative measures.</p>
3.	<p>Prevention: <u>Improve public awareness of adult safeguarding</u> - Through engagement and communication, we will raise the public awareness around Adult Safeguarding engaging with the Community Safety Partnership and Community Social Responsibility initiatives and endeavour to engage with people from hard to reach groups. We will continue to deliver the Communication and Engagement Strategy and Delivery Plan building a brand and public profile for the Board, defining what the Board does and how that is achieved.</p>
4.	<p>Partnership: <u>Work with Board partners and external agencies to reduce the risk of abuse or harm</u> – We will create a Prevention Strategy and Work plan, in collaborate with the Northamptonshire Safeguarding Childrens Board (NSCB) and the Health and Wellbeing Board (HWBB) to promote information sharing and cross board working to better safeguard individuals.</p>
5.	<p>Protection: <u>PREVENT and Channel</u> <u>Prevent</u> is about safeguarding people and communities from the threat of terrorism. It aims to stop people becoming terrorists or supporting terrorism. <u>Channel</u> provides support across the country to those who may be vulnerable to being drawn into terrorism. The</p>

	Workstream
	overall aim of the programme is early intervention and diverting people away from the risk they may face. Channel is already well established in the County and uses existing collaboration between the partnership to support individuals and protect them from being drawn into terrorism. We will conduct a baseline risk assessment against the requirements of the Prevent statutory duty to ensure that we remain compliant.
6.	<p>Protection: <u>Modern Slavery</u> practice still continues today in one form or another in every country in the world. From women forced into prostitution, children and adults forced to work in agriculture, domestic work, or factories and sweatshops producing goods for global supply chains, entire families forced to work for nothing to pay off generational debts; or girls forced to marry older men, the illegal practice still blights contemporary world. We will establish oversight of Modern Slavery in the County and through the NSAB and Modern Slavery Sub Group we will deliver a programme of work which ensures a clear pathway to identify and assist victims of modern slavery.</p>
7.	<p>Protection: <u>Mental Capacity Act (MCA) /Deprivation of Liberty Safeguards(DOLS) -</u> The Mental Capacity Act (MCA) is designed to protect and empower individuals who may lack the mental capacity to make their own decisions about their care and treatment. It is a law that applies to individuals aged 16 and over. The Act allows restraint and restrictions to be used – but only if they are in a person's best interests. Extra safeguards are needed if the restrictions and restraint used will deprive a person of their liberty. These are called the Deprivation of Liberty Safeguards. We will promote advocacy and a better understanding of the issues around Mental Capacity and Deprivation of Liberty Safeguards.</p>
8.	<p>Partnership: <u>Multi-Agency Safeguarding Hub</u> – A Multi-Agency Safeguarding Hub (MASH) is the single point of contact for all professionals to report safeguarding concerns. Explore whether a multi-agency safeguarding hub will produce better outcomes than the current operational arrangements.</p>
9.	<p>Prevention: <u>Ensure a competent and capable workforce</u> – To include undertaking a Training Needs Analysis identifying themes of training requiring further development. Review, update and publish the NSAB Training Strategy and implement the Work Plan. Explore interdependencies with the Northamptonshire Safeguarding Childrens Board (NSCB)</p>
10.	<p>Partnership:</p>

	Workstream
	<u>Ensure Market Oversight and robust Provider Standards</u> - Quarterly meetings will be held between representatives of Health and Social Care Commissioners and Safeguarding representatives and the Care Quality Commission where the Board will endeavour to influence the services provided
11.	Statutory Duty: <u>Undertake Safeguarding Adult Reviews and embed the learning</u> - Under the 2014 Care Act, Safeguarding Adults Boards (SABs) are responsible for Safeguarding Adults Reviews (SARs). The purpose of SARs is to 'promote effective learning and improvement action to prevent future deaths or serious harm occurring again'. The aim is that lessons can be learned from the case and for those lessons to be applied to future cases to prevent similar harm re-occurring. We will undertake Safeguarding Adult Reviews or some other appropriate form of review and embed the learning. ensure all SAR Terms of Reference take a broad organisational learning approach and reflect current practice realities.
12.	Protection: <u>Domestic Abuse</u> is any type of controlling, bullying, threatening or violent behaviour between people in a relationship. We will explore interdependencies with the Northamptonshire Safeguarding Childrens Board (NSCB), mental health, and community safety and implement appropriate strategies which include effective training for professionals.
13.	Protection: <u>Self Neglect</u> is a behavioral condition in which an individual neglects to attend to their basic needs, such as personal hygiene, appropriate clothing, feeding, or tending appropriately to any medical conditions they have. We will put strategies in place to engage with people who self neglect and formulate a multi-agency procedure to discuss, identify and document risk for high risk cases where people refuse to engage with services.
14.	Protection: <u>Housing and Refuge</u> – Consider the issue of a lack of appropriate social housing suitable for domestic abuse or modern slavery victims and explore interdependencies with the Northamptonshire Safeguarding Childrens Board (NSCB), mental health, and community safety

Workstreams will be incorporated into the Work Plans of NSAB Sub-Groups against which the delivery of the strategic priorities will be monitored.

Northamptonshire Safeguarding Adults Board Structure Chart 2016/17 V4.3



Northamptonshire *Safeguarding Adults Board*

Appendix B – Business Plan

The Northamptonshire Safeguarding Adults Board (NSAB) Business Plan is a dynamic document, held and regularly reviewed by the NSAB Business Office.

The NSAB Business Plan can be viewed by contacting NSAB@northamptonshire.gov.uk