Making Safeguarding Personal – progress report and current/future challenges

Quality Assurance Management Board (Adults’ Services)

Workshops, summer 2014
Context


- Led by the Local Government Association (LGA) and by Association of Directors of Adult Social Services (ADASS)

- Its intention is ‘to facilitate person-centred, outcomes-focused responses to adult safeguarding’

- Its not just about local authorities – partner organisations and academic researchers are also involved
WSCC was one of 53 councils involved during 2013-14; we have now signed up for further involvement.

Our involvement is at ‘Bronze’ level – working with individuals to identify the outcomes they want from an investigation, and checking back afterwards the extent to which these have been realised.

[Additional levels available are ‘Silver’ and ‘Gold’ – but there is no requirement to work towards these unless we are ready and wish to do so]
National progress in 2013-14

- The majority of local authorities now have an outcomes discussion session prior to and/or during safeguarding meetings;
- Many have devised new and more supportive ways to involve the adult at risk in the safeguarding meeting that relates to them (similar to arrangements devised for parental involvement in child protection case conferences);
- A significant number have reported the importance and benefit of reviewing outcomes throughout each safeguarding investigation;
- Some reported the opportunities presented through the programme to work with specific and otherwise under-represented groups.
National progress in 2013-14

A successful outcome focus in practice means:

- Having a sufficiency of advocates available (including IMCAs);
- Staff being clear how to refer to advocacy providers;
- Making sure that people lacking mental capacity get a person-centred service;
- Using risk enablement approaches to determine and provide a proportionate response;
- Capturing the voice of the adult at risk in the case record;
- Understanding and using the person-centred pan-Sussex policy and procedures
Local progress in 2013-14

- Widespread understanding that introducing an outcomes-based approach requires cultural change and ownership by all, not just by the few;
- Groups of staff across Adults’ Services and in local NHS Trusts were involved;
- Leaflets were redesigned with customer and carer input;
- In-house safeguarding training now emphasises outcomes;
- Revised pan-Sussex safeguarding adults procedures incorporate an outcomes-focused approach;
- Making Safeguarding Personal principles were embedded in the work on service redesign in Adults’ Services;
- Gaps in advocacy arrangements have been highlighted to commissioners
Local progress in 2013-14

- Themed safeguarding case audits, focusing on outcomes, were undertaken;
- At the outset 20 staff completed a confidence survey – this found a lack of confidence including being ‘unsure how to ask the right questions’;
- Staff however are increasingly having ‘the conversation’ on how best to achieve a balance between supporting an individual’s rights and meeting organisational and procedural requirements;
- An internal ‘end of term’ Project Evaluation Report was produced in February 2014 (an Impact Report was however submitted to the LGA for its own report)
Opportunities in 2014-15

- Need for improved engagement and dialogue with the IMCA Service around referrals management and responses;
- Have a collaborative dialogue with commissioners about the need for sustained investment in advocacy services overall;
- Develop/provide specialist training in the law (perhaps) or motivational interviewing (yes) in relation to adult safeguarding investigation practice;
- The Safeguarding Adults Board is seeking to appoint a practice development manager – potential scope for joint work with other organisations on the Board;
- Discuss with Children’s Services how to further encourage the use of ‘reflective practice’ in Adults’ Services, alongside improved professional supervision arrangements.
Opportunities in 2014-15

- Leadership from the West Sussex Safeguarding Adults’ Board (backed by the LGA and other national organisations) would help keep the spotlight on Making Safeguarding personal and ensure that all partner agencies sign up to the programme;
- Learn from the feedback from customer questionnaires, and adapt local arrangements as a result;
- Explore whether specific disciplines within our workforce find it easier to be person-centred (for example, nurses);
- Adults’ Services Quality Assurance Management Board to regularly track and report on progress with the measurement of safeguarding person-centred outcomes.
Questions for us all

- What more do you need to do to make your safeguarding practice ‘personal’ and ‘person-centred’?
- How big an ‘ask’ is it to move to a position whereby people who are the subject of investigations are enabled to identify the outcomes they want and then to be able to influence those undertaking the subsequent investigation?
- How big an ‘ask’ is it to then move to a position whereby people who are the subject of investigations negotiate both the outcomes they want and the process that is then followed?
- If anecdotally we believe we are good at recording outcomes, why is this not routinely borne out in case audit?
Further information

Visit the safeguarding adults pages on the LGA website: http://www.local.gov.uk/adult-social-care/-/journal_content/56/10180/3877757/ARTICLE

Local contacts:
Greg Slay – Quality Assurance Lead
Karen Murphy – Service Development Lead, Professional Practice
Lisa Loveman - Service Development Worker, Professional Practice
Bev Morgan – Principal Manager, Safeguarding Adults
Time for questions, reflections, and discussion