

CSAB Business Plan 2019/2020

I. Provide assurance to the people of Cumbria that effective safeguarding arrangements are in place across the partnership

Goal <i>(What do we want to achieve)</i>	Initiative <i>(How will we achieve our goal)</i>	Metric <i>(How will we know we have achieved our goal)</i>	Lead/sub group	Timescale
I.1 Increase awareness of safeguarding and what constitutes abuse and neglect	We will develop reports to monitor the number of “appropriate” safeguarding concerns	<ul style="list-style-type: none"> • Increase in “appropriate” safeguarding concerns • Monitor source of concerns raised to measure increased awareness 	P&QA sub group	March 2020
I.2 Improve public awareness of how people can protect themselves and others from abuse or neglect	We will utilise communication channels and publicity campaigns to improve awareness of the types of abuse and neglect	<ul style="list-style-type: none"> • Increased awareness = increased reporting • Monitor impact of themed publicity on reporting of concerns and types of abuse and neglect 	P&QA sub group C&E sub group	January 2020
	Major public awareness raising through support of National Safeguarding Week in November 2019	<ul style="list-style-type: none"> • Monitor use of website and social media • Participation by public & communities in campaigns 	C&E sub group	December 2019
I.3 Monitor and scrutinise our functions through the publication of an annual report	We will produce our annual report (to include financial statement) and present to the Health and Wellbeing Board	<ul style="list-style-type: none"> • Report shared with Health and Wellbeing Board and other key partners as defined in statutory guidance 	Chair/Board Manager	September 2019
I.4 Develop and implement preventative action which are “needs” based responding to emerging trends, themes and types of abuse in Cumbria	We will analyse safeguarding data to inform prioritisation of areas which require preventative strategy ensuring the Board is responsive and reactive	<ul style="list-style-type: none"> • Targeted action with partners will respond to data in relation to types of abuse locally (Modern Slavery, Financial Abuse, and Self Neglect etc.) to prevent further abuse 	P&QA sub group	March 2020
		<ul style="list-style-type: none"> • Strategies will increase public awareness and learning for staff/professionals • Calendar of publicity campaigns to raise awareness 	C&E sub group	

2. Ensure the voice of the service user and wider communities is heard in respect of safeguarding adults in Cumbria

Goal <i>(What do we want to achieve)</i>	Initiative <i>(How will we achieve our goal)</i>	Metric <i>(How will we know we have achieved our goal)</i>	Lead/sub group	Timescale
2.1 We will continue to develop a person centred response to adult safeguarding	We will gather and analyse data from partners to measure outcomes and satisfaction achieved for the adult at risk based on Making Safeguarding Personal (MSP) Principles	Baseline data will demonstrate improved satisfaction levels and increase in positive feedback and outcomes based on MSP	P&QA sub group	March 2020
2.2 CSAB are committed to hearing the experiences of adults who have experienced abuse or neglect and will facilitate sharing of stories to inform our improvement and practice	CSAB will develop mechanisms to support learning and sharing of experiences at all Board meetings	Minutes of meeting will evidence our achievement Mechanisms to facilitate sharing stories with CSAB will include; case studies; practitioners attendance; videos; SAR learning and customers supported to attend	C&E sub group	March 2020
	We will gather experiential feedback from individuals with care and support needs to inform improvements and practice	Adults will be supported to provide qualitative feedback on the process using agreed methods via advocates or professionals involved in their care	C&E sub group	March 2020
2.3 Increase our engagement with adults at risk or abuse and neglect and wider communities	We will develop opportunities to engage with community; 3rd sector and other groups	<ul style="list-style-type: none"> • Use social media and website as a tool; measure activity • Face to face attendance at a variety of agreed groups/meetings to increase engagement 	C&E sub group	October 2019

3. Provide executive leadership for an effective partnership in Cumbria ensuring effective collaborative working

Goal <i>(What do we want to achieve)</i>	Initiative <i>(How will we achieve our goal)</i>	Metric <i>(How will we know we have achieved our goal)</i>	Lead/sub group	Timescale
3.1 Board members will understand their role and partners roles in the prevention of abuse and neglect	We will deliver CSAB development sessions to promote interagency and effective collaborative working	CSAB members will facilitate an annual Development Session with sub groups to review purpose; strategic priorities and business planning	Chair/Board Manager	March 2020

Goal <i>(What do we want to achieve)</i>	Initiative <i>(How will we achieve our goal)</i>	Metric <i>(How will we know we have achieved our goal)</i>	Lead/sub group	Timescale
3.2 There will be effective governance in place in respect of individual members and responsibilities of partner organisations	We will develop an induction process for new Board members to ensure they are fully aware of their role and responsibilities in relation to CSAB functions defined by Care Act 2014	<ul style="list-style-type: none"> • 100% of CSAB members will receive a 1:1 with the Chair and receive appropriate information to support them to understand the safeguarding journey across the partnership and CSAB strategic vision • Video to outline responsibilities of CSAB • Buddy up programme for new CSAB members • Independent Chair will complete annual 360° appraisal with Chief Executive 	Chair C&E sub group L&D sub group Chair	March 2020
3.3 There will be appropriate membership and representation at CSAB and sub groups to support the work of the Board	We will review membership and representation on an annual basis and engage with 3rd sector, Providers and District Councils to recruit new members	Representation will be reviewed and agreed on an annual basis to ensure all sectors involved in safeguarding adults are appropriately represented	Chair/Board Manager	September 2019
	We will review Terms of Reference for CSAB and sub groups	There will be up to date Terms of Reference which accurately reflect the work of CSAB and its sub groups	Sub group Chairs	September 2019
	We will ensure appropriate and regular participation at sub groups	Minutes will be updated to accurately record and monitor attendance at sub groups. Chairs will escalate attendance issues to CSAB as required	Sub group Chairs	March 2020
3.4 Develop closer links with other Strategic Boards including; Safer Cumbria, LSCB, Health & Wellbeing	We will establish mechanisms which encourage sharing of information to reduce duplication and nurture collaborative working	<ul style="list-style-type: none"> • Introduce standard agenda item “information exchange” and “key messages for other Boards” • Memorandum of Understanding for Cumbria Strategic Boards • Receive update reports and plans from other Strategic Boards as required • The Board works effectively with other strategic partnerships to ensure joined up working in key areas 	Chair/Board Manager Cumbria County Council	March 2020

4. Hold partners to account and gain assurance of the effectiveness of their arrangements

Goal <i>(What do we want to achieve)</i>	Initiative <i>(How will we achieve our goal)</i>	Metric <i>(How will we know we have achieved our goal)</i>	Lead/sub group	Timescale
4.1 Develop and implement mechanisms which challenge partners to account in respect of safeguarding processes	We will develop a Performance & Quality Assurance Framework to monitor data across the partnership in relation to safeguarding	CSAB Performance Framework & dashboard	P&QA sub group	December 2019
4.2 Gather baseline information in relation to partners safeguarding arrangements to inform self-assessment of CSAB and partnership	We will complete a self-assessment of CSAB and partners to; identify risks, inform improvement and future planning	<ul style="list-style-type: none"> Completed organisational audit based on the ADASS peer review tool and analysis of data will inform self-assessment of CSAB partners in relation to safeguarding arrangements Action Plan will be developed and implemented 	P&QA sub group	March 2020
4.3 Review and examine multi agency safeguarding practices to promote learning from cases	We will establish a process for multi-agency case file audits with a focus on learning and promoting best practice	<ul style="list-style-type: none"> At least one themed case file audit per year Deep delve into data exceptions as required 	P&QA sub group	March 2020
4.4 Seek assurance that partners are implementing the requirements of the Mental Capacity Act (MCA) in their safeguarding functions	We will implement the ADASS MCA Improvement tool across the partnership to gather baseline information and seek assurance from partners of arrangements in relation to MCA & DoLS	<ul style="list-style-type: none"> Risks and good practice will be identified and inform an Action Plan to CSAB for approval A recommendation to CSAB in relation to monitoring of Action Plan 	MCA Task & Finish Group	January 2020

5. We will learn from experience and have a knowledgeable and competent workforce

Goal <i>(What do we want to achieve)</i>	Initiative <i>(How will we achieve our goal)</i>	Metric <i>(How will we know we have achieved our goal)</i>	Lead/sub group	Timescale
5.1 Promote a culture of learning through sharing learning and good practice from a range of reviews	We will disseminate key learning from published Safeguarding Adults Reviews (SARs) and a range of statutory and organisational review processes to improve practice using a range of methods	<ul style="list-style-type: none"> • Learning is shared and embedded across the partnership • SAR Improvement Plans and effectively monitored and actions signed off • National SAR learning will reviewed for assurance • CSAB and sub groups will receive and review learning reports (Death in Custody, LeDeR, SIRI's etc.) 	SAR sub group L&D sub group CSAB	March 2020
5.2 Ensure the priorities in Year 2 of our CSAB Learning & Development Strategy are delivered	We will continue implementation of our L&D Strategy during year 2 2019/20	<ul style="list-style-type: none"> • Capitalise on opportunities already available across the partnership for staff • The group with the support of CSAB will also develop a “train the trainers programme with the aim of developing a pool and resource across the partnership • The implementation and delivery of Practitioner Hubs to facilitate bi monthly locality based sessions to multi-agency groups 	L&D sub group	March 2020
5.3 Listen to and respond to the needs of our workforce	We will implement actions identified from the 2018 staff survey to ensure that staff are supported to meet safeguarding responsibilities	<ul style="list-style-type: none"> • Implement the Action Plan across all sub groups for delivery during 2019/20 	All sub groups	March 2020
5.4 Develop effective multi-agency guidance and protocols for CSAB	We will establish a Task & Finish Group to develop multi-agency policy, procedures and guidance in line with relevant legislation	Updated multi-agency guidance will be available for staff and professionals	Task & Finish Group	January 2020