

# Cumbria Safeguarding Adults Board - Business Plan

April 2020 - March 2021

## Background

Cumbria Safeguarding Adults Board (CSAB) is a multi-agency partnership, which has statutory functions under the Care Act 2014.

Cumbria Safeguarding Adult Board's strategic objectives are underpinned by the six principles of Adult Safeguarding:

- **Empowerment:** people being supported and encouraged to make their own decisions and give informed consent;
- **Prevention:** it is better to act 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:** transparency in safeguarding practice

CSAB agreed strategic objectives with partners for our 3-year strategic plan 2019-2021 are to:

1. Provide assurance to the people of Cumbria that effective safeguarding arrangements are in place across the partnership
2. Ensure the voice of the service user and wider communities is heard in respect of safeguarding adults in Cumbria
3. Provide executive leadership for an effective partnership in Cumbria ensuring effective collaborative working
4. Hold partners to account and gain assurance of the effectiveness of their arrangements
5. We will learn from experience and have a knowledgeable and competent workforce

## Introduction

Full cognisance of the objectives, vision and direction set out in Cumbria Safeguarding Adults Strategic Plan 2019 – 2021 has been taken by CSAB in preparing this Business Plan 2020 – 2021.

Completing and publishing a CSAB Business Plan for 2020/21 was delayed until August 2020 due to the impact of the Covid pandemic. CSAB members wanted to ensure that learning from the pandemic had been considered and were incorporated into the Board's activities for the forthcoming year, thereby preventing undue delay in partnership response.

The CSAB 2020-2021 Business Plan therefore takes account of learning nationally, regionally and locally in Cumbria from the Covid pandemic, including service demands and the subsequent response; the effect on safeguarding referrals and the impact on individuals with care and support needs as a result.

The Business Plan takes into consideration safeguarding data from previous years in addition to information from the first few months of the Covid pandemic. This information highlighted that there had been a reduction in safeguarding referrals particularly in relation to individuals over 65 years, in physical abuse incidents and cases taking place in an individual's own home. In addition to the initiatives set out in this Business Plan, CSAB along with our partners will continue to monitor safeguarding information throughout the year, particularly in relation to the implication of Covid and will take any additional steps necessary to mitigate risk to individuals with care and support needs. This includes the potential for an increased risk of self-neglect and 'hidden harm' as a result of reduced access to some services.

CSAB will also continue to collaborate with other strategic partnerships across Cumbria to improve strategic links where they have a lead in safeguarding including:

- Exploitation of Adults
- Domestic Abuse
- Drugs and Alcohol/County Lines
- Mental Health and Suicide
- Poverty
- Financial Abuse

## Business Plan 2020/21

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

Goal (What do we want to achieve)	Initiative (How will we achieve our goal)	Metric (How will we know we have achieved our goal)	Lead/sub group	Timescale
I.1 Reassure communities in Cumbria that safeguarding adults at risk of abuse or neglect continues to be a priority during the covid pandemic.	We will promulgate safeguarding information and messages to communicate safeguarding adults is business and usual and encourage the reporting of concerns.  We will share "keeping safe" messages widely with communities.	<ul style="list-style-type: none"> <li>• Increased public awareness of how to stay safe and how to report concerns</li> <li>• Increased referrals from members of the public</li> <li>• Monitor weekly reporting of safeguarding concerns</li> <li>• We will monitor the impact of covid on types of abuse/neglect and location</li> </ul>	C&E subgroup  P&QA subgroup	March 2021

<b>Goal</b> <i>(What do we want to achieve)</i>	<b>Initiative</b> <i>(How will we achieve our goal)</i>	<b>Metric</b> <i>(How will we know we have achieved our goal)</i>	<b>Lead/sub group</b>	<b>Timescale</b>
1.2 Improve public awareness of how people can protect themselves and others from abuse and neglect and how to report such abuse or neglect.	We will ensure information is accessible to the public via; <ul style="list-style-type: none"> <li>• CSAB website</li> <li>• CSAB social media</li> <li>• Covid Resilience &amp; Coordination Groups/hubs</li> <li>• Partnership, 3rd sector and voluntary agency websites</li> <li>• Local community contacts, forums, mailshots and newsletters</li> </ul>	<ul style="list-style-type: none"> <li>• Increased use of CSAB website and social media measured through analytic reports</li> <li>• Partner websites provide signposting to information relating to safeguarding</li> <li>• Local community contacts are established, and information shared (newsletters, leaflets, briefings)</li> </ul>	C&E subgroup	March 2021
	We will undertake a review of the CSAB website to improve ease of access to information, resources and signposting.	A Task & Finish group complete a review of the CSAB website, and a refreshed version is launched widely.	T&F group	March 2021
	We will disseminate preventative messages based on themes and trends identified. This will include messages where there is an increased risk identified as a result of covid.	<ul style="list-style-type: none"> <li>• Monitoring and analysis of safeguarding data will identify emerging trends and themes to inform targeted preventative messages</li> <li>• We will share at least 4 preventative messages where there is a perceived increased risk due to covid including; self neglect, “hidden harm” and financial scams</li> </ul>	P&QA subgroup  C&E subgroup	March 2021  March 2021
	CSAB and our partners will support and promote National Safeguarding Adults Week (16th – 22nd Nov 2020) and promote information regarding types of abuse or neglect prevalent in Cumbria.	<ul style="list-style-type: none"> <li>• Monitor use of website and social media</li> <li>• Participation by public &amp; communities in campaigns</li> </ul>	C&E sub group	November 2020
1.3 We will monitor and scrutinise our functions through the publication of our Annual Report.	We will produce and publish our 2019/20 Annual Report in line with statutory guidance.	Our Annual Report is published detailing progress against our strategic objectives and shared with key partners as defined in statutory guidance.	Chair/Board Manager	December 2020

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1.4 Ensure safeguarding information is accessible to all members of the public including those who cannot access electronically.	We will explore through the use of a survey aimed at members of the public the preferred methods, locations and channels for communications to ensure wider accessibility.	Survey results will inform the most appropriate and accessible locations for dissemination of safeguarding information.	C&E subgroup	March 2021
	We will explore opportunities for safeguarding messages to be included in local communities' newsletters, meetings, forms etc.	<ul style="list-style-type: none"> <li>Information is distributed accordingly and widely available in community locations</li> <li>Safeguarding information is present through local community communications in Cumbria</li> </ul>	C&E subgroup	January 2021

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

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2.1 Maintain a person-centred response to safeguarding through 'Making Safeguarding Personal'.	<p>We will gather and analyse feedback received in relation to user experience from 'Making Safeguarding Personal' questionnaires to assess if desired outcomes have been achieved.</p> <p>We will consider any service improvements required across the partnership as a result of the feedback received.</p>	<ul style="list-style-type: none"> <li>Quarterly data is reviewed, and exceptions/changes analysed, and actions agreed</li> <li>MSP case study will inform multi-agency discussion/ learning and ensure quality of practice and application of the MSP principles</li> <li>Partners will provide regular assurance including how they ensure principles of MSP are applied in safeguarding</li> </ul>	P&QA subgroup	March 2021
2.2 Board members understand the 'safeguarding journey' for adults who have experienced abuse and neglect and ensure this is reflected in organisational policy, procedure, guidance and training.	CSAB will receive service user experiential feedback and explore a range of opportunities to achieve meaningful involvement of adults who have experienced abuse and neglect through an advocate or other stakeholders with safeguarding experience.	<ul style="list-style-type: none"> <li>CSAB receive feedback and consider emerging safeguarding themes; identify appropriate actions and consider issues in future safeguarding planning.</li> <li>A framework of options for future engagement is prepared</li> <li>Feedback from communities/public is shared with CSAB as appropriate</li> </ul>	C&E subgroup	March 2021

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

<b>Goal</b> <i>(What do we want to achieve)</i>	<b>Initiative</b> <i>(How will we achieve our goal)</i>	<b>Metric</b> <i>(How will we know we have achieved our goal)</i>	<b>Lead/sub group</b>	<b>Timescale</b>
3.1 There is clear governance, scrutiny and leadership arrangements in place which are robust and responsive during the Covid pandemic.	CSAB will develop governance, scrutiny and meeting arrangements which are continually reviewed during the year to ensure they meet the needs of the issues presented by the Covid pandemic and any further waves.	<ul style="list-style-type: none"> <li>CSAB receive regular assurance from partners that arrangements are in place in relation to safeguarding and there are robust business continuity plans</li> <li>CSAB consider the impact of covid on how we deliver our strategic objectives and changes to business as usual</li> </ul>	Chair & Board Manager  Strategic Partners	March 2021
3.2 Board members understand their role, the role of partners and the responsibilities of the Board	We will develop a mechanism for ensuring that CSAB members understand their role, responsibilities and operational safeguarding in practice.	<ul style="list-style-type: none"> <li>CSAB members have access to training in line with the national competency framework relevant to their role</li> <li>Safeguarding partners develop and disseminate information to CSAB members in relation to operational safeguarding</li> <li>CSAB members pack approved and published including information for lay members and 7 steps of safeguarding guidance</li> </ul>	L&D subgroup  L&D subgroup	February 2021  December 2020
	We will facilitate an annual development session with partners which provide opportunity for self-assessment to inform and prepare for any future peer review.	A process of self-assessment informs 2021/22 Business Plan and opportunity to plan for peer review.	Chair & Business Manager	February 2021
	CSAB Chair, Board Manager and Assistant Director Adult Services will maintain links with national and regional safeguarding forums.	<ul style="list-style-type: none"> <li>CSAB receive regular updates in respect of national and regional developments relating to safeguarding (National SAB Chair &amp; Business Manager network and ADASS)</li> <li>Learning from other SABs is adopted in Cumbria</li> </ul>	Chair & Business Manager	March 2021

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3.3 Improve the synergy and collaborative working with wider strategic partnerships in Cumbria	We will establish mechanisms to ensure that collaborative working in relation to cross cutting adult safeguarding issues with key strategic partnerships including the prevalence of;  Domestic Abuse Financial Harm County Lines Mental Health and Suicide Homelessness Transitions	<ul style="list-style-type: none"> <li>The joint protocol for strategic boards in Cumbria is received by CSAB and has sign off by partnerships</li> <li>CSAB receive an annual update from Safer Cumbria and other strategic Boards</li> </ul>	Cumbria County Council  Chair and Board Manager	March 2021
	We will establish regular meetings with Cumbria Safeguarding Children's Partnership to explore opportunities to collaborate on joint board issues, ensuring a 'Think Family' approach.	Board Chairs and Board Managers meet at least quarterly.	Chair and Board Manager	March 2021
3.4 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 to ensure that we engage with all relevant organisations. A member of the 3rd Sector/Voluntary Sector will be asked to join CSAB Board and relevant sub-groups.	<ul style="list-style-type: none"> <li>There is appropriate representation from wider organisations including; 3rd/Voluntary sector, DW&amp;P</li> <li>Membership is reviewed to ensure that all NHS organisations are appropriately represented for Cumbria</li> <li>Terms of reference are reviewed, and membership updated</li> </ul>	Chair and Board Manager	December 2020

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

<b>Goal</b> <i>(What do we want to achieve)</i>	<b>Initiative</b> <i>(How will we achieve our goal)</i>	<b>Metric</b> <i>(How will we know we have achieved our goal)</i>	<b>Lead/sub group</b>	<b>Timescale</b>
4.1 CSAB members understand the safeguarding landscape across Cumbria including the effects of the Covid pandemic.	We will develop a concise reporting mechanism to illustrate safeguarding activity which is appropriate to a wide audience.	Safeguarding data on a page illustrates activity, exceptions and trends, this is easily interpreted and presented quarterly to CSAB.	P&QA sub-group	December 2020
	Our P&QA subgroup will receive performance management information, which monitors activity and Local Authority measures to assess trends including the impact of covid, implementing actions as required.	<ul style="list-style-type: none"> <li>ADASS/LGA covid national data return is shared with P&amp;QA subgroup to identify exceptions and action</li> <li>CCC performance management data and measures shared with P&amp;QA quarterly considered in the context of changes or trends</li> </ul>	P&QA sub-group	December 2020
	We will seek assurance from our partners in relation to their safeguarding arrangements adopting a methodology which promotes sharing what is working well, what is not and concerns/ issues for escalation.	P&QA receive biannual assurance from all partners on safeguarding arrangements in line with statutory guidance.	P&QA sub-group	March 2021
	CSAB to seek assurance that annual health checks have been undertaken for individuals who are registered on a GP Disability Register.	Data is received and specific trends or local clusters are identified, and any necessary changes made Report received at CSAB.	North Cumbria & Morecambe Bay CCG	January 2021

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4.2 Seek assurance there is a comprehensive understanding and appropriate application of the Mental Capacity Act	We will develop an MCA Improvement Plan which is shared across the partnership.	MCA Improvement Plan implemented.	MCA group	December 2020
	We will seek assurance from all partner agencies that they have arrangements in place which support their workforce to apply the principles of the MCA.	<ul style="list-style-type: none"> <li>National Competency Framework adopted in training programmes</li> <li>Scoping work completed by partners in respect of MCA training delivery and compliance levels.</li> <li>Annual assurance report received from all partners detailing how they deliver responsibilities around MCA based on ADASS Improvement tool</li> </ul>	L&D subgroup L&D subgroup CSAB	January 2021 2020 March 2021
	We will seek assurance regarding the planning across the partnership in relation to implementation of Liberty Protection Safeguards (LPS).	Assurance report from Cumbria County Council.	Assistant Director I&P CCC	January 2021
4.3 Seek assurance that partners implement improvements and learning from SARs and other organisational or statutory review processes	We will seek assurance that partners have implemented recommendations identified in SARs.	SAR Action Plans are SMART and there is a process for review and scrutiny requiring organisations to evidence how learning has been implemented.	SAR subgroup	March 2021
	We will explore methods to share learning from a range of organisational reviews and consider how thematic learning from all reviews is captured and shared across the partnership.	Evidence that thematic learning from other partnership reviews has been considered and shared as appropriate.	L&D subgroup	March 2021



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

<b>Goal</b> <i>(What do we want to achieve)</i>	<b>Initiative</b> <i>(How will we achieve our goal)</i>	<b>Metric</b> <i>(How will we know we have achieved our goal)</i>	<b>Lead/sub group</b>	<b>Timescale</b>
5.1 Promote a culture of continuous learning and improvement across the safeguarding partnership to safeguard adults through shared learning and good practice.	We will review the current CSAB Learning and Development Strategy, considering changes to staff working practices and communication methods as a direct result of the Covid pandemic.	A refreshed Learning & Development Strategy is published to reflect new methods of virtual and online training opportunities, which are available.	L&D subgroup	December 2020
	We will seek assurance from across the partnership in relation to delivery of safeguarding training and compliance levels.	Partners provide assurance reports evidencing delivery of safeguarding training for 2020 (staff compliance, levels, and quality markers).	L&D subgroup	December 2020
	We will develop a virtual model for delivering learning from SARs and other relevant reviews which facilitates and promotes multi-disciplinary discussion.	Virtual methods are developed and implemented to deliver SAR learning widely to front line practitioners.	L&D subgroup	January 2021
	We will collaborate with the 3rd sector and voluntary organisations in delivery of our L&D strategy.	There is wider participation in development of strategy and delivery of training through a virtual offer.	L&D subgroup	March 2021
	We will develop a “learning zone” on the CSAB website to support professionals.	There is a dedicated area for professionals, which provides resources and signposting available to a wide audience. Access to zone will be measured through analytics.	C&E subgroup	March 2021
	We will provide a tool which supports organisations and front-line professionals to understand what constitutes safeguarding and in what circumstances a referral should be made.	A Thresholds Tool is widely shared across the partnership and impact measured; numbers of inappropriate referrals or result in no further action from professionals or organisations could be reduced.	P&P group	November 2020
	We will seek the views of staff across the partnership through a survey in respect of safeguarding and measure our improvement as a Board from the responses in 2018.	<ul style="list-style-type: none"> <li>Survey responses from across the partnership are used to measure improvement from 2018 survey and publish a “you said we did” communication.</li> <li>An action plan is developed and shared with subgroups.</li> </ul>	C&E subgroup	December 2020
5.2 CSAB have effective multi-agency policies and guidance in place	We will through a Task and Finish Group review multi-agency safeguarding policy, procedures and guidance.	<ul style="list-style-type: none"> <li>CSAB has a published multi-agency safeguarding policy in place</li> <li>There is an inventory of all guidance subject to review or development with realistic timescales for completion</li> </ul>	P&P group	December 2020