



**Leeds Safeguarding
Adults Board**

Member Organisation Commitments

LSAB: Strategic Plan

Member Organisation Commitments		
Organisation: Adult Social Care	Completed by:	Date:
Notes:	<p>Please consider and outline how your organisation can help to take forward the Board's ambitions.</p> <p>This should not be a detailed response, but rather a high level overview of how your organisation can contribute to these ambitions for Leeds.</p> <p>Please consider each of these ambitions broadly, and take into consideration the range of services your organisation provides, and where relevant, those services that you commission.</p> <p>Every organisation is different and it may be that not every organisation will be able to provide responses for every ambition.</p> <p>These commitments will form an addendum to the Board's Strategic Plan, and members will be asked to summarise their achievements in next year's annual report.</p>	

1. Ambition: Seek out the voice of the adult at risk

Notes:

Please consider how your organisation can help ensure that the voice of the adult at risk is at the heart of your organisations safeguarding practice.

- Ensure that Adults and Health capture the outcomes for the individual and their experience of the safeguarding process
- Through the application of the legal framework, ensure that the best interests of the individual is maintained

2. Ambition: Improve awareness of safeguarding across all our communities

Notes:

Please consider how your organisation can promote awareness of safeguarding adults through its services and networks. Please give particular consideration as to how your organisation can help us promote awareness within Black Minority Ethnic Communities.

- Support the work of the board through ensuring that awareness campaigns are delivered through front line services
- As an organisation, we have involvement with strategic boards for Modern Slavery, Honour Based Abuse, Hate Crime and ensure that key messages are disseminated to front line staff

3. Ambition: Improve responses to domestic abuse and violence

Notes:

Please consider actions your organisation can take to improve responses

- Training and awareness of front line staff including Contact Centre to ensure a precise response to initial enquiries
- Disseminate the learning from LSE and SAB DHR's and SAR's to ensure the development of improved practice

4. Ambition: Learn from experience to improve how we work

Notes:

Please consider how your organisation is learning from people's experiences of safeguarding. This may, for example include learning from Safeguarding Adults Reviews, Domestic Homicide Reviews, performance information or feedback from adults at risk.

- Disseminate the learning from LSE and SAB DHR's and SAR's to ensure the development of improved practice
- Refining systems (performance and business intelligence) to improve our understanding of the experience of people
- Further audits of No Further Action cases to be undertaken Q4

5. Working better together?

Notes:

Further to discussion at the Board Meeting in July. Please highlight areas where agencies are working together (or plan to work together) to develop our approach to safeguarding people in Leeds.

- Through the Street Support Service, ensure that people with experience of street living/using receive a better systemic response including those situations where someone is being harmed by others.
- Development of a pop up Talking Point at the Crypt to enable people who are homeless to receive a more effective service, including where safeguarding applies.



**Leeds Safeguarding
Adults Board**

Member Organisation Commitments

LSAB: Strategic Plan

Adults & Health Directorate Commissioning

Member Organisation Commitments		
Organisation: Adults and Health Directorate Commissioning	Completed by: Emma Howson/ Mark Phillott	Date: 12/09/18
Notes:	<p>Please consider and outline how your organisation can help to take forward the Board's ambitions.</p> <p>This should not be a detailed response, but rather a high level overview of how your organisation can contribute to these ambitions for Leeds.</p> <p>Please consider each of these ambitions broadly, and take into consideration the range of services your organisation provides, and where relevant, those services that you commission.</p> <p>Every organisation is different and it may be that not every organisation will be able to provide responses for every ambition.</p> <p>These commitments will form an addendum to the Board's Strategic Plan, and members will be asked to summarise their achievements in next year's annual report.</p>	

1. *Ambition: Seek out the voice of the adult at risk*

Notes:

Please consider how your organisation can help ensure that the voice of the adult at risk is at the heart of your organisations safeguarding practice.

- We will ensure that all contracts with commissioned services contain relevant clauses relating to safeguarding including staff being trained in safeguarding practices, relevant policies are in place including a safeguarding policy and whistleblowing policy
- We will ensure that Quality Standards within contracts reflect best safeguarding practice and these standards are monitored throughout the life of the contract.
- We will ensure as part of the monitoring process that we seek the views of the person at risk as part of this process.
- The voice of the client is a key part of the quality management framework that has recently been established for commissioned services. Organisations are expected to demonstrate their commitment to giving clients a voice and evidence that their views are listened to and feed through into service delivery. This will be monitored through the contract management process.

2. Ambition: Improve awareness of safeguarding across all our communities

Notes:

Please consider how your organisation can promote awareness of safeguarding adults through its services and networks. Please give particular consideration as to how your organisation can help us promote awareness within Black Minority Ethnic Communities.

- We will use our various provider forums to promote awareness of safeguarding adults.
- We will ensure that safeguarding training for staff is a key requirement within our Learning and development strategy.
- An example of how we will ensure that our commissioned services are inclusive is the commissioned domestic violence and abuse service. A key requirement of the service is that it is inclusive and accessible. It is important that the service develops a recognisable brand and actively promotes and raises its profile/brand through a range of social media and other methods relevant to specific target groups. The success and impact of this will be evaluated through the performance management framework, which includes monitoring of demographic information in addition to activity relating to encouraging engagement from under-represented groups / communities (e.g. community groups visited; forums/networks attended; marketing /promotional activity undertaken (e.g. via social media).

3. Ambition: Improve responses to domestic abuse and violence

Notes:

Please consider actions your organisation can take to improve responses

- We will ensure that staff across commissioning are made aware of the issues relating to domestic violence and abuse through organised briefing sessions.
- A key principle of the commissioned domestic violence and abuse service is to be flexible and responsive to meet emerging and changing need. This applies to changes in the needs of individual service users in terms of having a range of support options available that reflect changing needs and risk levels. It also applies to wider changes to the delivery of domestic violence and abuse services and pathways across the city. Working in this way will involve greater integration and joint working as city wide partnerships continue to develop. The success and impact of this will be evaluated through the performance management framework and the wider contract management process.
- The high level of Domestic violence and abuse is a concern regarding young people within our commissioned services. Lessons learnt from DHRs, relevant pathways and support will all be considered as part of the current young person's housing and support service review.
- Continue to support promotion of the Leeds Domestic Violence Quality Mark (DVQM) by:
 - including the requirement to have/work towards obtaining the DVQM in the specification for all the services we commission
 - supporting the DV Team by assisting with the renewal of the DVQM for commissioned services

4. Ambition: Learn from experience to improve how we work

Notes:

Please consider how your organisation is learning from people's experiences of safeguarding. This may, for example include learning from Safeguarding Adults Reviews, Domestic Homicide Reviews, performance information or feedback from adults at risk.

- We will ensure that through involving people with lived experience in the commissioning of our services, that contracts will reflect people's views of safeguarding.
- Ensure that the learning from Safeguarding Adults Reviews and Domestic Homicide Reviews are considered and feed into the reviews of commissioned services.
- Findings and lessons learnt from DHRs and SARs will be circulated to all commissioned services.
- Where appropriate any commissioned services will be included in independent reviews, workshops regarding safeguarding policies and procedures.
- Continue to circulate information to all safeguarding leads within commissioned services for internal dissemination.
- Circulate lessons learnt and examples of good practice highlighted at the internal commissioning team deaths in service review meeting to drive up service improvements within commissioned services.

Adults & Health Directorate Commissioning

5. Working better together?

Notes:

Further to discussion at the Board Meeting in July. Please highlight areas where agencies are working together (or plan to work together) to develop our approach to safeguarding people in Leeds.

- We will take a proactive approach to working with partners in all our commissioning activity and will ensure that commissioned services do the same. There are lots of opportunities for services to work together to meet the needs of individuals who have multiple and complex needs.
- Examples of this include the joint work led by Safer Leeds on the Leeds Street Support Team. This includes the Council, Police, NHS and commissioned providers working together to safeguard vulnerable people who are rough sleeping and begging in the city centre and aims to encourage and facilitate the take up of support. Also the joint review with involvement from Adults and Health and Children's commissioning of housing related support services for young people.

Adults & Health Directorate Commissioning



**Leeds Safeguarding
Adults Board**

Member Organisation Commitments

LSAB: Strategic Plan

Member Organisation Commitments		
Organisation: NHS Leeds Clinical Commissioning Group (CCG)	Completed by: Belinda Sharratt	Date: 03.09.18
Notes:	<p>Please consider and outline how your organisation can help to take forward the Board's ambitions.</p> <p>This should not be a detailed response, but rather a high level overview of how your organisation can contribute to these ambitions for Leeds.</p> <p>Please consider each of these ambitions broadly, and take into consideration the range of services your organisation provides, and where relevant, those services that you commission.</p> <p>Every organisation is different and it may be that not every organisation will be able to provide responses for every ambition.</p> <p>These commitments will form an addendum to the Board's Strategic Plan, and members will be asked to summarise their achievements in next year's annual report.</p>	

1. Ambition: Seek out the voice of the adult at risk

Notes:

Please consider how your organisation can help ensure that the voice of the adult at risk is at the heart of your organisations safeguarding practice.

- The CCG will continue to work with individuals, Patient Assurance Groups and key organisations to ensure that the voice and views of adults at risk are sought, considered and incorporated into the commissioning and reviewing of all services.
- The CCG Designated Safeguarding Adult Professionals will continue to provide expert advice and support to the commissioning leads across the CCG as part of the commissioning process including the commissioning and re-commissioning of services, service reviews and service redesigns.
- The importance of hearing the voice of the adult at risk and working restoratively with people will be included in all levels of safeguarding training, including the bespoke training that is delivered to GPs, CCG clinical staff and Commissioning Leads
- Hearing the views of the patient/individual is included within quality visits which are undertaken with provider organisations.

2. Ambition: Improve awareness of safeguarding across all our communities

Notes:

Please consider how your organisation can promote awareness of safeguarding adults through its services and networks. Please give particular consideration as to how your organisation can help us promote awareness within Black Minority Ethnic Communities.

- The CCGs Safeguarding Children and Adults Team will continue to take responsibility for raising awareness of safeguarding adults and how to report abuse via a variety of methods including staff training, safeguarding supervision, bulletins, engagement events, and working collaboratively with the patient engagement teams to undertake a targeted approach to those adults most in need.
- The Communications and Engagement Team within the CCG will promote local and national safeguarding initiatives and campaigns
- The safeguarding team will utilise the Learning Briefings with GP practices across the city to highlight the needs of minority communities.
- The CCG safeguarding team will hold events within the wider community, including GP practices throughout safeguarding week
- The Communications and Engagement Team will continue to support the LSAB with the development of promotional literature

3. Ambition: Improve responses to domestic abuse and violence

Notes:

Please consider actions your organisation can take to improve responses

- The CCG will continue to support and promote GP Routine Enquiry that is currently being led by the LCC Domestic Violence Team.
- The CCG's Designated Nurse for Safeguarding Children and Adults will chair the Health Domestic Violence and Abuse Strategic Delivery Group to ensure the health economy in Leeds provides an effective response to domestic violence & abuse
- Bespoke domestic abuse and violence training will be promoted and delivered across primary care.
- The CCG will continue to be a fundamental partner within the MARAC process, including ensuring that GPs receive timely notifications of any incidents involved within the MARAC.
- Actively promote and participate in local and national initiatives and campaigns related to domestic abuse and violence, such as the White Ribbon campaign.
- The CCG will raise the profile of domestic violence and abuse internally. This will include recognising and responding to staff who maybe victims of domestic violence and abuse.

4. Ambition: Learn from experience to improve how we work

Notes:

Please consider how your organisation is learning from people's experiences of safeguarding. This may, for example include learning from Safeguarding Adults Reviews, Domestic Homicide Reviews, performance information or feedback from adults at risk.

- The learning from Safeguarding Adults Reviews, Learning Lessons Reviews and Domestic Homicide Reviews are incorporated into all safeguarding training that is delivered to CCG and GP staff.
- Safeguarding is embedded within the Serious Incident process.
- Actively support the development and facilitation of a self-neglect conference within the city
- Development of patient experiences reports which will support future learning and include safeguarding where relevant
- Safeguarding team to have greater links to the patient insight group to raise the profile of safeguarding.

5. Working better together?

Notes:

Further to discussion at the Board Meeting in July. Please highlight areas where agencies are working together (or plan to work together) to develop our approach to safeguarding people in Leeds.

- Actively support the development and facilitation of a self-neglect conference within the city
- Joint working with the Local Authority in relation to care homes via the “One City” care home work
- Development and facilitation of joint training with health providers
- Joint health response and promotion of safeguarding week



**Leeds Safeguarding
Adults Board**

Member Organisation Commitments

LSAB: Strategic Plan

Member Organisation Commitments		
Organisation: Leeds and York Partnership NHS Foundation Trust	Completed by: LYPFT Safeguarding Team	Date: August 2018
Notes:	<p>Please consider and outline how your organisation can help to take forward the Board's ambitions.</p> <p>This should not be a detailed response, but rather a high level overview of how your organisation can contribute to these ambitions for Leeds.</p> <p>Please consider each of these ambitions broadly, and take into consideration the range of services your organisation provides, and where relevant, those services that you commission.</p> <p>Every organisation is different and it may be that not every organisation will be able to provide responses for every ambition.</p> <p>These commitments will form an addendum to the Board's Strategic Plan, and members will be asked to summarise their achievements in next year's annual report.</p>	

1. Ambition: Seek out the voice of the adult at risk

Notes:

Please consider how your organisation can help ensure that the voice of the adult at risk is at the heart of your organisations safeguarding practice.

- When safeguarding advice calls are made staff will be routinely asked what the adult at risk would like to happen and if they have agreed to the safeguarding alert being raised (whilst considering their capacity). To reflect this we have tightened up the documentation around this internally for future audit purposes.
- Our staff are required to complete the desired outcome statement when making a referral in line with the local authority procedures.
- A new engagement team has been appointed with a Six month plan to include engagement involvement across the organisation.
- LYPFT will continue to support the citizenship sub group as and when required.

2. Ambition: Improve awareness of safeguarding across all our communities

Notes:

Please consider how your organisation can promote awareness of safeguarding adults through its services and networks. Please give particular consideration as to how your organisation can help us promote awareness within Black Minority Ethnic Communities.

- Our 'safeguarding operational' group will continue.
- LYPFT will continue to support the citizenship sub group as and when required.
- We are reviewing our supervision processes to improve and demonstrate that adult safeguarding cases are being discussed at supervision.
- We are exploring a new system that will enable better data to be collected around minority ethnic groups, we are also procuring a new electronic records system.

3. Ambition: Improve responses to domestic abuse and violence

Notes:

Please consider actions your organisation can take to improve responses

- Domestic violence is included in our level 3 training plus additional more in depth sessions which are a priority for staff to complete.
- To continue to support the safeguarding daily hub with relevant information
- To continue to support the domestic violence and LGBT task and finish group
- To implement any findings from an audit into staffs awareness of referrals and resources available on the Trust intranet.
- To attend city wide domestic violence forum
- To attend front door steering group
- To work with safe Leeds to extend the domestic violence and abuse training to include attendance and facilitation of multi-agency working
- To discuss learning from domestic abuse cases at our internal safeguarding forum to assist in improving staffs responses with senior clinicians and service managers

4. Ambition: Learn from experience to improve how we work

Notes:

Please consider how your organisation is learning from people's experiences of safeguarding. This may, for example include learning from Safeguarding Adults Reviews, Domestic Homicide Reviews, performance information or feedback from adults at risk.

- To continue to attend Learning from Incidents and Mortality Meeting (LIMM) to help us to recognise early learning and which cases require referrals for Safeguarding Adults Reviews.
- Staff are encouraged to attend learning from lessons sessions identified in DHRs and information is embedded into level 3 training and via internal governance processes.
- Specific recommendations are monitored through internal governance procedures

5. Working better together?

Notes:

Further to discussion at the Board Meeting in July. Please highlight areas where agencies are working together (or plan to work together) to develop our approach to safeguarding people in Leeds.

- Working with organisations across the city to provide the Self Neglect Conference
- Our organisation are developing a shared protocol with Prevent ,CTU and mental health hub
- Prevent training; We have achieved our 85% compliance rate at the end of August 2018 and will monitor this monthly to sustain this
- Safeguarding team represent at transitions meeting between adult mental health and CAMHS
- Our safeguarding team are part of the steering group looking at audit of young person experience of transition between CAMHS and adult mental health
- We are committed to, and attend forums across the city for Modern Day Slavery and Human Trafficking



**Leeds Safeguarding
Adults Board**

Member Organisation Commitments

LSAB: Strategic Plan

Member Organisation Commitments		
Organisation: Leeds Teaching Hospitals NHS Trust	Completed by:	Date:
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1. Ambition: Seek out the voice of the adult at risk

Notes:

Please consider how your organisation can help ensure that the voice of the adult at risk is at the heart of your organisations safeguarding practice.

- The 2017 the Trust Wide safeguarding audit highlighted a need to provide patient information to encourage and empower the patient voice in directly raising concerns. Leaflets and information for patients are now in development for implementation across Leeds Teaching Hospitals NHS Trust.
- To help ensure that the voice of the adult at risk is at the heart of our organisations safeguarding practice, the Safeguarding Adult Team spend a proportion of dedicated time on wards speaking to patients identified as being at risk of harm or who have experienced alleged harm.
- The new Trust Mandatory Safeguarding training programme was launched in the summer of 2017. This new training has an increased focus on the voice of the adult.
- The Trust committed to the citywide safeguarding week campaign in June 2017. In LTHT we chose to focus on the theme of '*what does safeguarding mean to me*'. Patients and visitors comments were sought, in addition to our staff, and were captured throughout the Trust. The learning and feedback from the campaign is used to inform the work of the team and feedback is given to the wider Trust via internal assurance meetings.

2. Ambition: Improve awareness of safeguarding across all our communities

Notes:

Please consider how your organisation can promote awareness of safeguarding adults through its services and networks. Please give particular consideration as to how your organisation can help us promote awareness within Black Minority Ethnic Communities.

- LTHT actively engaged with safeguarding week initiating a social media campaign '*what does safeguarding mean to me*'.
- The LTHT Safeguarding Adult team are well represented on a number of community facing Safer Leeds initiatives and have strategies for communicating those initiatives (organised crime/rough sleepers/modern slavery) widely across the Trust. This is done via LTHT Trust intranet, staff publications and light bites (training on single safeguarding themes offered across the Trust).
- Safeguarding posters are being developed on wards aimed at patients to encourage the patient's voice in raising concerns.

3. Ambition: Improve responses to domestic abuse and violence

Notes:

Please consider actions your organisation can take to improve responses

- LTHT flags all high risk MARAC victims onto the Patient record. Work is underway to embed this further into IT systems more widely across the Trust.
- The Trust have introduced 'routine enquiry' into the Nursing Assessment document, this is a document that is used to admit all patients onto LTHT wards. The 'questioning' relates to feeling safe at home, the aim is to highlight any safeguarding issues on admission to better support protection plans and offer support.
- The Trust Emergency Department have introduced and are working on a routine enquiry for all citizens seeking urgent care.
- The LTHT safeguarding team are in the process of introducing a new Policy and Practice for supporting staff who experience Domestic Violence / Abuse, working with our Human Resources colleagues to develop and embed a process of support to staff suffering from Domestic Abuse and Violence.
- The New Training Needs Analysis for Safeguarding Mandatory Training (July 2017), introduced a stand-alone Domestic Abuse module which sits within the 'level 3' Adult and Child face to face training pack.
- Evidence from the safeguarding data base documenting all safeguarding alerts suggests that over a 100 cases of DA/V have been raised with the Safeguarding team in the last calendar year, over a 1000 MARAC alerts have been added to clinical systems during this time.
- Domestic Abuse and Violence light bite training sessions for staff have been delivered throughout the year across the Trust.
- Partnership work continues with Leeds Domestic Violence Services and the antenatal service at LGI and St James offering support to users of that service.
- The Trust is once again working with plans to support and promote the White Ribbon campaign and the 10 days of action in the autumn 2018.

4. Ambition: Learn from experience to improve how we work

Notes:

Please consider how your organisation is learning from people's experiences of safeguarding. This may, for example include learning from Safeguarding Adults Reviews, Domestic Homicide Reviews, performance information or feedback from adults at risk.

- The LTHT Safeguarding Adult team are involved in the majority of the formal reviews (DHR/SAR) within the city, both providing panel members, reports and feeding back learning and any actions to the wider Trust.
- Following Safeguarding Investigations the team actively meet with involved teams and clinical areas to feedback learning.
- The LTHT Safeguarding Adult team work closely with areas of clinical expertise to embed learning. For example working alongside Tissue Viability team to share learning from SAR related to pressure ulcer care.
- The Safeguarding team provide safeguarding supervision to teams across a wide clinical area and use learning from reviews to support learning.
- The Safeguarding Mandatory training (Level 3) has been updated to include learning from practice and incident reviews.
- The DHR/SAR updates and data are shared at an Executive Board level bi-annually to support organisational learning.
- The Trust provides representation and are committed to all LSAB sub groups.
- The Trust actively participates in the PREVENT Channel group.

5. Working better together?

Notes:

Further to discussion at the Board Meeting in July. Please highlight areas where agencies are working together (or plan to work together) to develop our approach to safeguarding people in Leeds.

- The LTHT safeguarding team have worked on a number of joint projects, including the development of a Leeds based PRVENT training pack, and the upcoming Self Neglect conference. The latter recognising that the learning and solutions to issues arising out of self-neglect will only be found through working across boundaries.
- The team have active involvement with the police safeguarding unit both in relation to training and reporting on complex cases. The involvement in the serious organised crime initiative and Modern Slavery project aims to recognise LTHT as a key player in supporting the citizens of Leeds at times of crisis or when fleeing from violence or exploitation.
- The city wide Safeguarding week was a co-production across agencies and it is hoped that future events bring the possibility for working together.



**Leeds Safeguarding
Adults Board**

Member Organisation Commitments

LSAB: Strategic Plan

Member Organisation Commitments		
Organisation: Leeds City Council – Housing Leeds	Completed by: Katie Dixon-White	Date: 12.09.18
Notes:	<p>Please consider and outline how your organisation can help to take forward the Board's ambitions.</p> <p>This should not be a detailed response, but rather a high level overview of how your organisation can contribute to these ambitions for Leeds.</p> <p>Please consider each of these ambitions broadly, and take into consideration the range of services your organisation provides, and where relevant, those services that you commission.</p> <p>Every organisation is different and it may be that not every organisation will be able to provide responses for every ambition.</p> <p>These commitments will form an addendum to the Board's Strategic Plan, and members will be asked to summarise their achievements in next year's annual report.</p>	

1. Ambition: Seek out the voice of the adult at risk

Notes:

Please consider how your organisation can help ensure that the voice of the adult at risk is at the heart of your organisations safeguarding practice.

- Commitment to support the residents of Leeds at all points of contact with Housing Leeds services by ensuring staff are able to respond effectively to safeguarding concerns; this includes housing management, Property & Contracts, Leeds Housing Options and Private Sector Housing services.
- Commitment to complete a programme of safeguarding training as a refresher for all front-line housing staff (by November 2018); the training has been designed/delivered with Adults & Health, Children & Families and Cross Council Safeguarding Teams to strengthen partnerships and encourage opportunities for joint working.
- The training will improve awareness and understanding of abuse and neglect for all front line staff, and will ensure that housing staff work within the multi-agency policy/procedures to report safeguarding concerns. The training places emphasis on having quality conversations with the person at risk to promote empowerment and choice based on restorative principles which underpin our safeguarding practice.
- Commitment to provide on-going learning and development around key safeguarding issues for all staff to be delivered through a rolling programme of thematic workshops from April 2019 delivered by key safeguarding agencies e.g. Gamble Aware. Briefings booked during Diversity Month – September 2018 to be delivered by Prevent.
- Commitment to identify individuals at risk of abuse or neglect through improvements to key tenancy management practices; principally our aim to complete Annual Home Visits (AHV) for all council tenants. In 2018/19 the AHV includes additional questions and enhanced recording around safeguarding/support needs aimed at better understanding the needs, views and desired outcomes of the person at risk.
- The bi-annual STAR survey of tenants provides opportunity to explore tenants' perspective around service provision from Housing Leeds; a separate survey is being considered to seek tenant's views on how they are supported by Housing Leeds, this will ensure our service user's voices are central to our tenancy management practices.

2. Ambition: Improve awareness of safeguarding across all our communities

Notes:

Please consider how your organisation can promote awareness of safeguarding adults through its services and networks. Please give particular consideration as to how your organisation can help us promote awareness within Black Minority Ethnic Communities.

- Commitment to provide safeguarding training for repair operatives and safeguarding lead officers within partner contractor organisations. Housing Leeds will monitor contractor compliance with contractual safeguarding training requirements to ensure that all operatives respond appropriately to safeguarding concerns when undertaking repairs.
- Housing Leeds Private Sector Housing team are exploring good practice around ‘missed appointments’ and appropriate safeguarding responses as this has emerged as a recurring theme in serious case reviews; to develop procedures to ensure consistency in the number of attempted contacts for visits and making an alert where necessary.
- Development of a communication strategy aimed at educating residents on how to recognise abuse and protect themselves; this will be delivered through improved social media messages to promote awareness of council/multi-agency publicity campaigns around safeguarding issues.
- Continue to support Tenant & Residents Associations (TARA’s) to ensure they have appropriate safeguarding arrangements in place; exploring further opportunities to connect resident community groups to wider prevention based strategies (e.g. working with police/neighbourhood safety initiatives).

3. Ambition: Improve responses to domestic abuse and violence

Notes:

Please consider actions your organisation can take to improve responses

- Housing Leeds are working to achieve the Safer Leeds Domestic Violence Quality Mark which recognises high minimum standards of service; including a programme of training for all front-line staff that ensures compliance with DASH/MARAC procedures.
- Leeds Housing Options Safeguarding Team attend the Front Door Safeguarding Hub on a daily basis to coordinate housing needs assessments and housing interventions; working with housing management around tenancy management options. For 2018/19 Leeds Housing Options will provide additional training for frontline staff on completing the DASH/MARAC referrals to improve the quality of referrals and proactive management of domestic violence and abuse cases.
- Commitment to further improve responses by equipping staff with effective guidance/resources; Housing Leeds will complete and launch the Domestic Violence and Abuse Policy and Toolkit in November 2018.
- Ensure staff/community awareness of domestic violence and abuse; promoting publicity campaigns and links to wider strategies around Honour Based Violence and coercive/controlling behaviour.

4. Ambition: Learn from experience to improve how we work

Notes:

Please consider how your organisation is learning from people's experiences of safeguarding. This may, for example include learning from Safeguarding Adults Reviews, Domestic Homicide Reviews, performance information or feedback from adults at risk.

- Commitment to improve safeguarding practice through benchmarking with other housing providers, lessons learned from local/national reviews that can be embedded in our service provision.
- Housing Leeds is engaged in Domestic Homicide Reviews, Serious Adult Reviews and Learning Lesson Reviews through a designated senior manager who coordinates our involvement in these reviews and considers learning opportunities. For 2018/19 Housing Leeds will look at emergent themes from recent reviews where there has been housing involvement to ensure recommendations are put into our safeguarding practice.
- Housing Leeds Safeguarding Lead Officers attend council wide SLO meetings where good practice and lessons learnt are discussed.
- Commitment to ensure all staff reflect on their safeguarding practice and awareness in regular 121/appraisals; for 2018/19 all staff have a safeguarding appraisal objective.
- Regular updates to staff on safeguarding / Safeguarding Case of the Month in monthly Safeguarding Focus Newsletter.
- Commitment to improving performance and monitoring of safeguarding concerns reported by Housing Leeds to identify case outcomes and service improvements.

5. Working better together?

Notes:

Further to discussion at the Board Meeting in July. Please highlight areas where agencies are working together (or plan to work together) to develop our approach to safeguarding people in Leeds.

- Housing Leeds are supporting the LSAB/NHS led Self-Neglect Conference; providing 2 x workshops around the complex issue of hoarding; this is a cross-cutting issue and a significant challenge for housing management.
- Further to discussions at the Board in July, Housing Leeds/NHS commissioning teams are meeting in October to explore opportunities to work jointly to provide new interventions to improve responses to hoarding in our tenancy management practices.
- Housing Leeds are looking to explore key indicators/risks around tenancy sustainment that may be linked to safeguarding issues e.g. rough sleeping, domestic violence and abuse, transition from/to prison, infant mortality. This will be done initially through exploration of performance data to identify trends. Within this it is anticipated there will be opportunities to work with other agencies to identify support/interventions and new practices to improve joint approaches to safeguarding.
- Housing Leeds work in partnership with animal welfare charities in Leeds and other stakeholders including West Yorkshire Police around the Pets Policy/tenancy management procedures. We are delivering a workshop in October around safeguarding, hoarding and domestic violence and abuse as there are evident links between animal cruelty and safeguarding issues as has been evident from recent cases in Leeds.
- Housing Leeds (Property & Contracts) will ensure that safeguarding is embedded within procurement; setting clear and explicit expectations around safeguarding in the contract terms when working with new partner agencies who deliver front line services to our residents.
- Commitment to explore opportunities for Housing Leeds to work with Adults & Health to support vulnerable adults who do not meet social care thresholds but nonetheless have multiple complex needs where it is not possible to meet that need through standard housing related support services, to address this gap in service provision.



**Leeds Safeguarding
Adults Board**

Member Organisation Commitments

LSAB: Strategic Plan

Member Organisation Commitments		
Organisation: West Yorkshire Fire and Rescue Services	Completed by: Kathryn Richardson	Date: 18/9/2018
Notes:	<p>Please consider and outline how your organisation can help to take forward the Board's ambitions.</p> <p>This should not be a detailed response, but rather a high level overview of how your organisation can contribute to these ambitions for Leeds.</p> <p>Please consider each of these ambitions broadly, and take into consideration the range of services your organisation provides, and where relevant, those services that you commission.</p> <p>Every organisation is different and it may be that not every organisation will be able to provide responses for every ambition.</p> <p>These commitments will form an addendum to the Board's Strategic Plan, and members will be asked to summarise their achievements in next year's annual report.</p>	

1. Ambition: Seek out the voice of the adult at risk

Notes:

Please consider how your organisation can help ensure that the voice of the adult at risk is at the heart of your organisations safeguarding practice.

- Ensure staff seek the consent and explain fully their actions when wanting to make a Safeguarding referral, including any comments a person wishes to make. Suggest improvements to internal Safeguarding training on seeking out the voice of the adult at risk as guided by LSAB and ensure that we have better conversations with those at risk about the actions they are happy to proceed with.

2. Ambition: Improve awareness of safeguarding across all our communities

Notes:

Please consider how your organisation can promote awareness of safeguarding adults through its services and networks. Please give particular consideration as to how your organisation can help us promote awareness within Black Minority Ethnic Communities.

- Include the Equality, Diversity and Inclusion Team in the development of our projects and utilise the community and inclusion action groups in the development of training and in the promotion of Safeguarding practices.

3. Ambition: Improve responses to domestic abuse and violence

Notes:

Please consider actions your organisation can take to improve responses

- Continue to review safeguarding practices as an organisation and the referrals made, working across agencies to deliver the best possible individual support and solutions, taking into consideration individual voices of those at risk when they speak out.

4. Ambition: Learn from experience to improve how we work

Notes:

Please consider how your organisation is learning from people's experiences of safeguarding. This may, for example include learning from Safeguarding Adults Reviews, Domestic Homicide Reviews, performance information or feedback from adults at risk.

- Continue to partner the Front Door Safeguarding hub and promote the services they provide for those at higher risk of DV
- Member of the Learning and Development Sub group to the board in inform best practice and improve organisational learning
- Deliver workshops and encourage attendance at the Safeguarding and Self Neglect Seminars 2018/19 and contribute when appropriate to any similar learning event.

5. Working better together?	
Notes:	<i>Further to discussion at the Board Meeting in July. Please highlight areas where agencies are working together (or plan to work together) to develop our approach to safeguarding people in Leeds.</i>
	<ul style="list-style-type: none">•••



**Leeds Safeguarding
Adults Board**

Member Organisation Commitments

LSAB: Strategic Plan

Member Organisation Commitments		
Organisation: National Probation Service	Completed by:	Date:
Notes:	<p>Please consider and outline how your organisation can help to take forward the Board's ambitions.</p> <p>This should not be a detailed response, but rather a high level overview of how your organisation can contribute to these ambitions for Leeds.</p> <p>Please consider each of these ambitions broadly, and take into consideration the range of services your organisation provides, and where relevant, those services that you commission.</p> <p>Every organisation is different and it may be that not every organisation will be able to provide responses for every ambition.</p> <p>These commitments will form an addendum to the Board's Strategic Plan, and members will be asked to summarise their achievements in next year's annual report.</p>	

1. Ambition: Seek out the voice of the adult at risk

Notes:

Please consider how your organisation can help ensure that the voice of the adult at risk is at the heart of your organisations safeguarding practice.

- Provision and completion of mandatory staff training
- Practice improvement tool developed to aid / improve understanding
- Team based learning through discussion of cases/responses and highlighting areas of good practice
- Invitation of local agencies to share ideas / ways of working and different perspectives
- Regular liaison with service users about their experiences both locally and nationally.

2. Ambition: Improve awareness of safeguarding across all our communities

Notes:

Please consider how your organisation can promote awareness of safeguarding adults through its services and networks. Please give particular consideration as to how your organisation can help us promote awareness within Black Minority Ethnic Communities.

- Multi-agency work within the local community
- Information sharing and awareness raising through MAPPA
- Safeguarding training for staff and staff completing outreach work with agencies in the local community.

3. Ambition: Improve responses to domestic abuse and violence

Notes:

Please consider actions your organisation can take to improve responses

- Front door safeguarding hub work
- Liaison within MAPPA partners in relation to Domestic Violence
- Information provided to courts in relation to responses to Domestic Violence
- Women's Project

4. Ambition: Learn from experience to improve how we work

Notes:

Please consider how your organisation is learning from people's experiences of safeguarding. This may, for example include learning from Safeguarding Adults Reviews, Domestic Homicide Reviews, performance information or feedback from adults at risk.

- Policies regularly reviewed and updated
- Ensure all learning from case reviews is taken forward
- Development of new training for all staff
- Practice guidance has been produced to support NPS staff working with offenders in the community who:
 - o Pose a risk of harm to known adults at risk;
 - o Pose a risk of harm to adults at risk in general;
 - o Are adults at risk

5. Working better together?

Notes:

Further to discussion at the Board Meeting in July. Please highlight areas where agencies are working together (or plan to work together) to develop our approach to safeguarding people in Leeds.

- Continued membership of the LSAB
- Dissemination of learning, partnership workings to wider staff group.
- Supporting staff to attend briefings, development days and other learning events relating to Adult Safeguarding.



**Leeds Safeguarding
Adults Board**

Member Organisation Commitments

LSAB: Strategic Plan

West Yorkshire Community Rehabilitation Company

Member Organisation Commitments

Organisation: CRC Probation

Completed by: Karen Townend.

**Date: 11th September
2018**

Notes:

Please consider and outline how your organisation can help to take forward the Board's ambitions.

This should not be a detailed response, but rather a high level overview of how your organisation can contribute to these ambitions for Leeds.

Please consider each of these ambitions broadly, and take into consideration the range of services your organisation provides, and where relevant, those services that you commission.

Every organisation is different and it may be that not every organisation will be able to provide responses for every ambition.

These commitments will form an addendum to the Board's Strategic Plan, and members will be asked to summarise their achievements in next year's annual report.

West Yorkshire Community Rehabilitation Company

1. **Ambition: Seek out the voice of the adult at risk**

Notes:

Please consider how your organisation can help ensure that the voice of the adult at risk is at the heart of your organisations safeguarding practice.

- Risk assessments & plans completed at the beginning of sentences for cases managed both in custody and in the community. These assessments are dynamic and are continually developed throughout a person's sentence.
- Working directly with both victims and perpetrators of crime to reduce re-offending and protect the public.
- Working closely with other agencies to manage risks both to and from perpetrators.
- Risk assessments and sentence plans are completed using information from a variety of sources ensuring that the voice of the victim is recognised and included where possible.
- Working with restorative justice providers.
- Sentence plans are completed in collaboration with Service Users.
- Working with victims of Domestic Abuse.

2. Ambition: Improve awareness of safeguarding across all our communities

Notes:

Please consider how your organisation can promote awareness of safeguarding adults through its services and networks. Please give particular consideration as to how your organisation can help us promote awareness within Black Minority Ethnic Communities.

- All staff in the CRC are required to complete Safeguarding training.
- Staff encouraged to attend Adult Safeguarding Training.
- Staff work collaboratively with other safeguarding agencies to effectively manage risk and work effectively with Service User and families.
- Deliver Safeguarding training to partnership agencies.
- Contribute to multi agency professional development events.
- *Attending and engaging in multi -agency partnership working.*
- *Providing specialist commissioned services for: Women, South Asian, 18- 25 year olds.*
- *Providing translation services.*

3. Ambition: Improve responses to domestic abuse and violence

Notes:

Please consider actions your organisation can take to improve responses

- The CRC strive to improve and develop its response to Domestic Abuse and Violence. Recently we have launched a new Domestic Abuse Strategy to ensure consistency of effective practises and management of risk.
- All staff required to complete 2 level of training: Domestic Abuse Awareness and Working with Perpetrators of Domestic Abuse.
- Delivery of a suite of Domestic Abuse interventions: One to one programme, HELP (14 session group work programme) & the Building Better Relationships Programme (30 sessions).
- Evaluating our interventions to ensure effectiveness and respond to relevant research.
- Working with victims of Domestic Abuse.
- Working with the Front Door Safeguarding Hub we provide a Senior Case Manager (Probation Officer) to attend and contribute to meetings on a daily basis.
- We work with both perpetrators and victims of Domestic Abuse with the aim of protecting victims, reducing re-offending and managing risk.
- Provide all staff training regarding domestic violence and abuse.
- Attending and engaging in multi -agency partnership working.
- Provide staff working with groups supervision and counselling support

4. Ambition: Learn from experience to improve how we work

Notes:

Please consider how your organisation is learning from people's experiences of safeguarding. This may, for example include learning from Safeguarding Adults Reviews, Domestic Homicide Reviews, performance information or feedback from adults at risk.

- Central Practice and Policy Team conduct research to influence effective practice.
- All new interventions have an evaluation framework.
- All interventions have a quality assurance framework.
- Recent HMIP feedback.
- Feedback from Serious Further Offence Reports /DHR is shared with all staff.
- Implementation of Integrated Quality Assurance Assessment Matrix. This framework builds upon feedback from HMPI reports and audit requirements.

5. Working better together?

Notes:

Further to discussion at the Board Meeting in July. Please highlight areas where agencies are working together (or plan to work together) to develop our approach to safeguarding people in Leeds.

- Reducing re-offending boards.
- FDSH/ Marac Meeting.
- Clares Law Panel.
- Domestic Homicide Reviews.
- Integrated Offender Management.
- Delivering Safeguarding Training.
- Safeguarding subgroups.
- DV Steering Board.
- Community Safety Partnerships.



**Leeds Safeguarding
Adults Board**

Member Organisation Commitments

LSAB: Strategic Plan

Member Organisation Commitments		
Organisation: Leeds Community Healthcare NHS Trust	Completed by: Deborah Reilly	Date: 18th October 2018
Notes:	<p>Please consider and outline how your organisation can help to take forward the Board's ambitions.</p> <p>This should not be a detailed response, but rather a high level overview of how your organisation can contribute to these ambitions for Leeds.</p> <p>Please consider each of these ambitions broadly, and take into consideration the range of services your organisation provides, and where relevant, those services that you commission.</p> <p>Every organisation is different and it may be that not every organisation will be able to provide responses for every ambition.</p> <p>These commitments will form an addendum to the Board's Strategic Plan, and members will be asked to summarise their achievements in next year's annual report.</p>	

1. Ambition: Seek out the voice of the adult at risk

Notes:

Please consider how your organisation can help ensure that the voice of the adult at risk is at the heart of your organisations safeguarding practice.

- We have introduced within our Electronic Patient Record a valid consent template which ensures we have a clear agreement with our patients to undertake care and treatment. Where there may be mental capacity issues, the template leads patient and practitioner into a capacity assessment
- We have completed a baseline self-assessment of practice in the Trust in relation to Nice Guidance on Dementia (NG97) and have an action plan in place to reach full compliance with all applicable standards by 2020, ensuring our services and facilities are accessible to people living with dementia
- We have adopted the NHS England “Was Not Brought” campaign and have challenged all our services to consider the implications for vulnerable adults and their carers in relation to their ability to access the care and treatment we offer

2. Ambition: Improve awareness of safeguarding across all our communities

Notes:

Please consider how your organisation can promote awareness of safeguarding adults through its services and networks. Please give particular consideration as to how your organisation can help us promote awareness within Black Minority Ethnic Communities.

- We continue to work in partnership with colleagues in Karma Nirvana to highlight and respond to the risks associated with forced marriage
- Through our Equality and Diversity Lead and membership team we continue to reach out to Black, Asian and Minority Ethnic (BAME) communities of Leeds to ensure we develop and deliver services accessible to all.
- We safeguard and promote the well-being of Unaccompanied Asylum Seeking Children who have their health needs assessed on arrival in our city and are offered continuing support from Specialist Nurses for Children Looked After and Care Leavers as they transition into adult services

3. Ambition: Improve responses to domestic abuse and violence

Notes:

Please consider actions your organisation can take to improve responses

- We have established a strong partnership with colleagues in Safer Leeds to deliver Domestic Violence and Abuse awareness raising and training promoting the use of Routine Enquiry and disseminating learning from Domestic Homicide Reviews
- We are planning twilight safeguarding adults sessions to maximise training opportunities for staff who work shifts
- We are working with colleagues in Leeds CCG, LTHT and LYPFT to transform responses from the Outcome Based Accountabilities event on Domestic Abuse into an action plan to develop practice

4. Ambition: Learn from experience to improve how we work

Notes:

Please consider how your organisation is learning from people's experiences of safeguarding. This may, for example include learning from Safeguarding Adults Reviews, Domestic Homicide Reviews, performance information or feedback from adults at risk.

- LCH responds actively, openly and honestly to the opportunities for learning presented by Domestic Homicide and Safeguarding Adults reviews, ensuring frontline practitioners contribute to agency reports and are involved in the development and delivery of action plans
- Safeguarding performance data is reviewed by the LCH Safeguarding Committee to ensure that good practice is recognised and anomalies in performance are subject to supportive challenge
- We have used case studies and feedback from staff to highlight the risk of self-neglect culminating in partnership working to develop and deliver a Self-Neglect conference which is to be repeated in 2019

5. Working better together?

Notes:

Further to discussion at the Board Meeting in July. Please highlight areas where agencies are working together (or plan to work together) to develop our approach to safeguarding people in Leeds.

- Self-Neglect conference delivery
- Policy and procedure redesign and dissemination across the multi-agency partnership
- Further collaboration on delivery of DV training sessions to staff
- Review of Think Family – Work Family