



## **Report to Leeds City Council: Scrutiny Report LSAB Progress Report**

**2<sup>nd</sup> April 2019**

### **1.0 Introduction**

- 1.1 The Leeds Safeguarding Adults Board is a statutory body as established within the Care Act 2014 (implemented April 2015). The overarching purpose of a Safeguarding Adults Board is to help and safeguard adults with care and support needs from abuse and neglect.
- 1.2 The Board does this by assuring itself that local safeguarding arrangements are in place and that safeguarding practice is continuously improving to safeguard adults in its area.
- 1.3 Safeguarding Adults Boards have three core duties. They must:
  - develop and publish a strategic plan setting out how they will meet their objectives and how their member and partner agencies will contribute
  - publish an annual report detailing how effective their work has been
  - commission safeguarding adults reviews (SARs) for any cases which meet the criteria for these (see section 3.4)

### **2.0 Annual Plan 2017/18**

The Board's Annual Report for the period April 2017/18 – March 2018/19 is included in Appendix A. It provides an overview of the Board's achievements during this period as well as work undertaken by member agencies to promote the Board's ambitions.

### **3.0 Strategic Plan 2018/19**

The Board's Strategic Plan, includes an Annual Plan for 2018/19. It is included in Appendix B. The plan sets out the ambitions of the Board for this period. The addendum, member organisation commitments set out how each agency plans to support this plan within their own organisation and networks.

### **4.0 Progress Update**

At the time of the report it is approaching the end of the Annual Plan for 2018/19. This progress update provides an overview of achievements and highlights areas for continued development to be taken forward within the next 12 month period.

This update is based around the Board's four key ambitions:

### **3.1 Ambition One:**



#### **Talk to me, hear my voice**

##### **Reason for this ambition:**

One of the key thrusts of the Care Act 2014 was to promote person-centred approaches to safeguarding, this involves listening to the person, promoting their involvements and working with them to promote the changes they want wherever possible. The ambition was set based upon a desire to actively promote this approach.

The ambition is worded in this way, based upon our learning in Leeds from a Safeguarding Adults Review, in which a person's safety concerns were not recognised. This occurred in part because all communication was through their relative/carer, who unknown at the time, was committing abuse.

##### **Achievements:**

During the course of the year the Board has taken an active decision to develop citizen-led approaches. This is more than being person centred. The ambition is to develop an approach over time that is shaped by citizens in Leeds.

During 2018/19 the Board has developed and approved new multi-agency safeguarding adults policy and procedures based around these principles. The Board has worked with eight citizen groups in Leeds to understand what good practice looks and feels like from the citizen perspective and have used this as the basis for our revised policy and procedures. This includes citizen guidance for practitioners, in areas such as risk management planning and management of safeguarding adults meetings. As far as we are aware, no other Safeguarding Adults Board in the country has sought to develop their policy and procedures around the advice of citizens.

To support this approach citizen guides to the procedures and a Citizen-Led Practice Guidance for practitioners are being developed.

The procedures build upon current good practice to seek out the person's desired outcomes and to work towards these wherever possible. It emphasises the importance of involving people and understanding their experience through the process.

During 2018/19 the Board has committed to commissioning an independent organisation to gather feedback from citizens of their support within these multi-agency policy and procedures, learning from which will be used to support the development of practice. A tender process is about to commence and the service should be in place by Spring/Summer 2019.

Reflecting this ambition to be more citizen-led, the Board decided to discontinue its Citizen Engagement Sub-group, as it no longer felt appropriate for this to be

a separate work stream. Instead, the Board is seeking each work stream to consider how it can develop its approach to include citizen voices where appropriate. This approach is at an early stage, but has led already to citizen involvement within its new learning and development sub-group and a revised approach to co-producing new engagement materials.

### **Challenges going forward:**

The multi-agency policy and procedures are due to be implemented from 1<sup>st</sup> April 2019. Individual agencies are responsible for carrying forward the changes they need to make the policy and procedures work effectively.

The Board however will need to ensure that the approach is taken forward in two key ways:

1. The Board is seeking to develop a learning and development framework that ensures key messages, such as the Talk to me, Hear my voice principles are captured within the workforce development actions carried out by individual agencies
2. The development of a more proactive multi-agency approach to quality assurance; with the ambition to bring agencies together more often to understand how we can work best together to safeguard people. The Board is currently seeking to recruit a Quality Assurance Officer to help develop this approach during 2019/2010.

### **3.2 Ambition Two:**



#### **Improve awareness of safeguarding across all our communities**

##### **Reason for this ambition:**

It is recognised that understanding and awareness of safeguarding and the support available to people is not always well understood. This is not unique to Leeds. Members of the public however will not automatically know how to gain support unless the message is promoted by the Board and member agencies. The Board currently has its own website ([www.leedssafeguardingadults.gov.uk](http://www.leedssafeguardingadults.gov.uk)), posters, leaflets and cards.

##### **Achievements:**

During 2017 the Board invested a new post of a Citizen Engagement Officer. This has enabled the Board to reach out a large number of community groups / third sector organisations to promote awareness of safeguarding. This includes 38 awareness sessions with often smaller community groups; 15 information stalls, and the distribution of information packs to 140 community, voluntary, faith groups in the city. These contacts have been well received and highlighted that some groups lack a full awareness of safeguarding.

We are currently in the position of reviewing our engagement materials. To help ensure the messages are clear, meaningful and understandable to members of the public we are co-producing these with a citizen group. This is the first time we have sought to develop materials in this way.

During the year we have also developed our use of social media; facebook/twitter to reach more people.

The Board has jointed hosted, together with Safer Leeds and the Leeds Safeguarding Children Partnership, a Safeguarding Week in June 2018. Safeguarding Week is an opportunity to promote awareness of safeguarding and agencies were challenged to do one more thing to promote awareness during this period.

The Safeguarding Adults Board and Safer Leeds also jointed hosted the 16 Days of Action, which is an annual event in Leeds to promote awareness of domestic abuse. This year, the focus was on older people, information packs distributed to relevant organisations and an OBA Event held in November 2018 with a focus on understanding good practice to early intervention.

### **Challenges going forward:**

1. The Board are developing a new website that reflects our new approach – aimed at providing accessible information to members of the public and practitioners.
2. The Board wishes to explore having safeguarding information in other accessible formats on our revised website e.g. video clips produced with/by citizens

### **3.1 Ambition Three:**



#### **Improve responses to domestic abuse**

##### **Reason for this ambition:**

There are several reasons for the Board adopting this ambition. The focus on domestic abuse within the Care Act; the undertaking of a Safeguarding Adults Review involving domestic abuse as well as the prevalence and impact of domestic abuse in Leeds.

##### **Achievements:**

During 2018/19 the Board has completed a Safeguarding Adults Review in relation to a women who experienced domestic abuse. This is due to be published following further consultation with relatives involved. Key learning from this review related to:

- Person-centred practice (Talk to me, Hear my voice)
- Professional curiosity and managing difficult conversations
- Knowledge and awareness of domestic abuse
- Legal literacy around domestic abuse

The Board has held approximately 27 multi-agency workshops during the year, to help practitioners to explore and understand the issues. These workshops received excellent feedback.

The Board has also commissioned a further eight specific workshops for practitioners relating to professional curiosity and management difficult conversations, this being a key finding of this and another Safeguarding Adults Review.

The Board commissioned experts in their field to host three multi-agency legal literacy events/workshops and three relating specifically to domestic abuse. Again these received excellent feedback and consideration is currently being given to making these annual events.

To learn from wider partnerships, where domestic homicide reviews involve a person with care and support needs there is always a representative of the Safeguarding Adults Board on the panel to ensure that learning is shared across Boards.

### **Challenges going forward:**

1. The Board wishes to include people with lived experience in the development of new guidance in relation to responding to domestic abuse of people with care and support needs.
2. The Board will need to ensure that this learning is then captured within our developing approaches to learning and development and quality assurance.

### **3.4 Ambition Four:**



#### **Learn from experience to improve how we work**

##### **Reason for this ambition:**

This ambition is based on the ambition for continued improvement and learning from individuals experiences of support. We want to make sure that learning changes practice and leads to improved experiences for others.

## **Achievements:**

The Board undertakes Safeguarding Adults Reviews to learn from people's experience and improve responses to how the partnership works to support people to be safe.

This includes during 2018/19, the completion of two reviews relating to:

- Domestic abuse
- Thematic Review of three people who experienced harm from pressure ulcers

The Board is currently also undertaking a Joint Strategic Review together with Safer Leeds and the Leeds Safeguarding Children Partnership regarding Jordan Burling (named included here, as he has been named in the media). Jordan died of neglect within his own home at the age of 19 and the review follow from a criminal prosecution of some relatives. This is due to report later in the year.

The Board has commissioned a Safeguarding Adults Review regarding a man who died in circumstances of self-neglect. The review will be undertaken by the leading authorities on self-neglect in the country.

The Board has also commenced a thematic review in relation to people with street based lives that have died in Leeds over the last year. Currently an independent reviewer is working with a multi-agency stakeholder group to shape the review objectives and methodology.

A scoping process is being undertaken currently in relation to two further referrals for a Safeguarding Adults Review. A scoping process finds out what is known by agencies to inform the decision as to whether to hold a Safeguarding Adults Review.

The Board has recognised the need to focus on learning and development and during the year has established a Learning & Development sub-group. This group having met twice now, is becoming established and has a wide range of multi-agency representation. The sub-group will have a key role in setting standards and seeking assurances from agencies as to their work to develop best practice.

During the year, the Board has hosted a wide range of learning opportunities. This includes 35 in relation to learning from safeguarding adults reviews; and 6 in relation to legal literacy. The Board also hosted a Self-Neglect Conference in October 2018 for approximately 140 participants, with a further conference planned for May 2019. This amounts to the provision of more learning opportunities, than has been provided in any previous period.

## **Challenges going forward:**

1. The Board's recently established Learning & Development Sub-group is working on establishing assurance frameworks in relation to safeguarding learning and workforce development.

### **3.5 Annual Objectives**



#### **Annual Development Objectives**

##### **Reason for this ambition:**

The Board's Strategic Plan includes separate annual development objectives, as not every desired action fits neatly within the four principle ambitions.

##### **Achievements**

Principally action relate to the development of multi-agency policy and procedures, and doing so in an inclusive way that involves practitioners from statutory, independent and third sector organisations alongside citizen perspectives outlined in Ambition One.

These revised policy and procedures are now complete and due to be implemented on the 1<sup>st</sup> April 2019; and revised initially after 6 months.

##### **Challenges going forward:**

1. The Board intends to have focused thematic sessions that enable a reflection on the whole system of support provided to people in particular circumstances. The Board will adopt this approach from next year, and is likely to use this an opportunity to consider the circumstances of people with street based lives, following the thematic review identified in Ambition 4.
2. The Board is also seeking to develop wider intelligence sources that enable it to understand the full range of presenting concerns in Leeds. This involves gather wider information, other than ASC Safeguarding data, such as issues relating to care homes, police or NHS information.

### **4.0 Plans for next year 2019/20**

- 4.1 The report provides an overview of achievements to promote the Board's ambitions and outlines the subsequent challenges/actions needed to make further progress in these areas.
- 4.2 The Board decided at its meeting in January 2019 that it will keep the same principle ambitions for next year, but develop its annual objectives for the year ahead.
- 4.3 Issues identified here as challenges going forward, will be used to shape the Board's Strategic Plan for 2019/20 which is currently being discussed by the Board's Executive Group and will be considered by the Board at its next meeting, in April 2019.

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On behalf of Richard Jones, CBE  
Independent Chair  
Leeds Safeguarding Adults Board

22<sup>nd</sup> February 2019

### **Appendices**

- A. LSAB Annual Report 2017/18
- B. LSAB Strategic Plan 2016/19 (updated January 2019)