



CARMARTHENSIRE ADULT SAFEGUARDING BOARD BUSINESS PLAN 2013-16



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INTRODUCTION

The multi agency Carmarthenshire Adult Safeguarding Board is accountable for safeguarding and promoting the safety and well being of adults at risk.

The Business Plan for 2010-13 has been completed with all actions signed off officially in February 2013. Considerable progress was made in adult safeguarding in Carmarthenshire which was the result of strong collaboration among partner organisations. It was also significant that during this period, partner organisations invested in adult safeguarding.

This Business Plan 2013-16 reflects the philosophical and policy direction of Welsh Government and seeks to achieve the required outcomes of the citizens of Carmarthenshire. With the introduction of the Welsh Government's Social Services and Well Being Bill 2012, the Board is confident that this Plan will meet any proposed regional developments, the changing agenda of adults at risk and the wider health and social care sector in order that the citizens of Carmarthenshire are safeguarded. The Bill will introduce a legal framework for adult protection in Wales that aims to ensure that the multi agency response to adult abuse will be as consistent, co-ordinated and robust as the response to child abuse. The framework will contain a definition of an "adult at risk" and place duties on a range of agencies to report, co-operate, investigate and share information.

At the same time, with increasing emphasis on citizen empowerment, individual human rights and justice for all, it is important that the Plan reflects people's values and outcomes, and that the Board retains its role as the primary body responsible for the safety and well being of the people of Carmarthenshire.

CARMARTHENSHIRE ADULT SAFEGUARDING BOARD MISSION AND VALUES STATEMENT

Carmarthenshire Adult Safeguarding Board believes that for adults at risk or in vulnerable situations, the agencies which support them and the wider community together can:

- Develop a culture that does not tolerate abuse
- Raise awareness about abuse
- Prevent abuse from happening wherever possible
- Where abuse does happen, support and safeguard the rights of people who are harmed to:

< Stop abuse continuing

< Access services they need, including advocacy and post-abuse support

< Have improved access to justice

OUTCOMES ARE AT THE HEART OF WHAT WE DO

Improving safeguarding outcomes encompasses:

- 1 Effective preventative work (for example awareness in the public, staff and people using services);
- 2 Good quality local services that include older, disabled, mentally unwell and other people at risk of harm and abuse, which prevent abuse and afford people dignity and respect. We mean here services such as trading standards and community safety as well as health and social care, housing and policing;
- 3 Personalised social care responses that enable people to weigh up the risks and benefits of their options and which include robust recruitment systems and options for people arranging their own services and supports to engage people who have some form of accreditation;
4. Effective response systems and services that have the person concerned at their heart and enable them to define the outcomes they want and address the cause of harm or abuse and the damage it has done; and
- 5 Effective access to criminal and/or restorative justice so that some people get extra support to challenge and change harmful or abusive situations, and arrange services and supports that meet the outcomes they want.

CARMARTHENSHIRE ADULT SAFEGUARDING BOARD'S STRATEGIC OBJECTIVES ARE:

- 1 Effective Strategic Leadership, Accountability and Governance
- 2 Making Adult Safeguarding everyone's business
- 3 Develop and Implement joint policies, procedures and processes for safeguarding
- 4 Engagement with service users, carers and partner organisations
- 5 Develop best practice, experience, skills in safeguarding and adult protection for those who work with adults at risk
- 6 Ensure that learning is undertaken through Serious Case Reviews, Management Reviews or appropriate learning experiences
- 7 To develop a regional collaborative approach

Carmarthenshire Adult Safeguarding Board has aimed to incorporate the views of all its stakeholders in the development of its Business Plan. It will be subject to continual evaluation and review and will be revised accordingly.

Carmarthenshire Adult Safeguarding Board

Business Plan 2013-16

Strategic Objective 1 – Effective Strategic Leadership, Accountability and Governance

Standard proposed	Action	Progress Report	Responsible Officer(s)	Completion Date	RAG Rating
<p>The Adult Safeguarding Board will be a multi agency partnership that will provide effective leadership and direction of adult safeguarding policy and practice in accordance with national legislation and requirements</p>	<p>The terms of reference will be reviewed to ensure the Board's strategic leadership and governance arrangements are properly constituted</p> <p>National strategic issues will be considered at the Board and recommendations implemented locally as required</p>	<p>The Terms of Reference was reviewed and approved</p> <p>The Board has continued to be well represented throughout 2013/14 and 2014/15 by its partner organisations and discussed key strategic policy and practice issues at its Board meetings</p>	<p>Chair of Carmarthenshire Adult Safeguarding Board</p>	<p>Annual Review</p>	<p>Green</p>
<p>Board Members will be of sufficient seniority and will act as champions of adult safeguarding within their own organisations and establish close links and relevant partnerships</p>	<p>Board members will present safeguarding reports and updates within their own organisations, and challenge and scrutinise existing practices as necessary</p> <p>Board members will identify officers from their organisations to lead on safeguarding projects</p>	<p>The Board has continued to be well attended by officers of sufficient seniority within their organisations evidenced by minutes of the Board</p>	<p>Partner organisations represented on the Board</p> <p>Board Members</p>	<p>Annual Review</p>	<p>Green</p>
<p>Board Members will demonstrate the efficacy of the Board by calling to account partner organisations' operational and strategic safeguarding arrangements</p>	<p>Board members will ensure that operational and/or strategic reviews of their services, where pertinent adult safeguarding policy issues arise, will be presented at the Board</p>	<p>Board members have attended and challenge each other as appropriate evidenced by minutes of the Board</p>	<p>Board Members</p>	<p>Annual Review</p>	<p>Green</p>

Accountability for, and ownership of, Safeguarding Adults work is recognised by each partner organisation's executive body.	The Board will establish clear lines of reporting to their various Executive Boards	Annual Safeguarding Reports have been submitted to the County Council and Health Board's Governance committees during 2013/14 and 2014/15.	Board Members	Annual Review	Green
Partner organisations will be accountable to the Board for their safeguarding work and will share relevant safeguarding reports that impact on the effectiveness of their safeguarding arrangements	Agendas will include standard item on partnership information and updates Each partner organisation will contribute and shape the Board agenda	This is well demonstrated with reference to the Board's agenda and minutes	Adult Safeguarding and Improvement Manager	Annual Review	Green
The Board will demonstrate the effectiveness of interagency processes around: Adult Safeguarding Police Health Crown Prosecution Service	To undertake a multi agency project engaging with provider organisations in order to audit, evaluate and review the effectiveness and performance of the adult safeguarding service To obtain the views of adults at risk through independent	This has been deferred owing to other commitments and national projects e.g. domestic abuse and adult safeguarding; Older Person's Commissioner requirements. A Service User Engagement Forum was held on 8/5/14 including a	Adult Safeguarding and Improvement Manager	October 2014 January 2015	Amber

<p>Regulation Domestic Abuse Care Providers</p>	<p>surveys, evaluation forms and other relevant means</p> <p>To identify and undertake specific pieces of work to improve adult safeguarding practice</p>	<p>presentation on social media.</p> <p>The main focus has been on improving links with domestic abuse services and supporting the Keeping Safe agenda</p>		<p>Annual Review</p>	<p>Amber</p>
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Strategic Objective 2 – Making Adult Safeguarding everyone’s business

Standard proposed	Action	Progress Report	Responsible Officer (s)	Completion Date	RAG Rating
All citizens can access information about how to gain safety from harm, neglect and violence including information about the local Safeguarding Adults procedures	<p>To develop an accessible website with links to all partner organisations and relevant sites e.g. SSIA</p> <p>To organise and attend local and regional events/fayres to promote safeguarding</p>	A new website has been produced to provide better access and information for the public with reference to safeguarding. It continues to be reviewed.	Adult Safeguarding and Improvement Manager	Annual Review	Amber
The Adult Safeguarding Board will agree and implement a media strategy to promote effectively the meaning and messages of adult safeguarding	<p>To agree and adopt various safeguarding literature for the community</p> <p>To conduct and evaluate stakeholder surveys on adult safeguarding with various groups in the community</p>	<p>A leaflet: <i>Information for Staff: If an Adult Safeguarding concern has been raised against you</i> has been produced.</p> <p>A range of publicity events/fayres have been attended</p>	Adult Safeguarding and Improvement Manager	<p>October 2013</p> <p>Annual Review</p>	Green
Adult safeguarding will feature on relevant strategic fora	Adult safeguarding policy and practice will be placed on the agendas of relevant strategic fora e.g. Health and Well Being Forum, Local Service Board	The Annual Report has been considered and approved at the County Council Health and Social Care Scrutiny Committee (November 2013 and September 2014)	Adult Safeguarding and Improvement Manager	Annual Review	Green

Strategic Objective 3 – Develop and Implement joint policies, procedures and processes for safeguarding

Standard proposed	Action	Progress Report	Responsible Officer (s)	Completion Date	RAG Rating
<p>To maintain knowledge of the national, regional and local safeguarding agenda and where necessary to implement changes to safeguarding policy and practice</p>	<p>Members will attend relevant local and national forums/conferences to keep up to date with changes to safeguarding practice and review proposals for implementation</p> <p>Members are responsible for communicating and implementing changes to safeguarding policy and practice within their respective organisations</p>	<p>Members have attended relevant events during the course of the year.</p> <p>For example:</p> <ul style="list-style-type: none"> • the CSSIW event on the Social Services and Well Being Bill (May 2013) • the CSSIW Deprivation of Liberty Safeguards consultation event (4/10/13). • the Welsh Government Safeguarding Advisory Panel consultations • the Welsh Government workshop on Serious Care Reviews • ADSS Cymru workshop on Safeguarding (10/4/14) • The Board has provided a response to the Welsh Government consultation on Multi Agency Practice Reviews <p>Board member have actively communicated developments in safeguarding policy and practice to their own organisations e.g. HB Safeguarding Lead re tissue viability guidance; Dyfed Powys Police DI sitting on All Wales Co-ordinators Group and has actively contributed to consultations and best</p>	<p>Board Members</p> <p>Board Members</p>	<p>Annual Review</p>	<p align="center">Green</p>

Standard proposed	Action	Progress Report	Responsible Officer (s)	Completion Date	RAG Rating
		practice ideas (management reviews)			
Each partner agency has a set of internal guidelines, which are consistent with the local multi agency safeguarding adults' policy and procedures and which set out the responsibilities of all workers to operate within it	Partner agencies will regularly review and revise internal guidelines to ensure they remain consistent with current national policy and practice		Lead officers within each partner organisation	Annual Review	Red
Clear protocols and/or processes will be agreed and implemented between adult safeguarding and other related services e.g. advocacy, children's services, domestic abuse, disability related harassment, substance misuse, victim support, trading standards	Existing practice will be reviewed to identify areas for improvement Task and Finish groups will be established to promote joint working and improve practice	The domestic abuse work has taken precedence with significant improvement in practice among all staff. Significant work has been undertaken to improve links between the Safeguarding service and the advocacy organisations.	Adult Safeguarding and Improvement Manager	Annual Review	Amber
Each partner organisation will support the	Officers will ensure the importance of safe and	This has been implemented and is reviewed regularly.	Lead officer for commissioning	Annual Review	Green

Standard proposed	Action	Progress Report	Responsible Officer (s)	Completion Date	RAG Rating
development, and implementation, of robust recruitment, vetting and commissioning guidance (including a common statement for inclusion within contracts)	<p>robust recruitment and retention and their links to effective safeguarding are implemented via their human resource and contractual arrangements</p> <p>Partner organisations will evidence that their contractual arrangements safeguard service users and carers through regular contract monitoring</p> <p>Commissioners and care providers will be regularly informed of safeguarding developments</p>	There are effective working relationships among all partner organisations	<p>and contracting within the relevant partner organisation</p> <p>Lead officer for commissioning and contracting within the relevant partner organisation</p> <p>Adult Safeguarding and Improvement Manager</p>	<p>Annual Review</p> <p>Annual Review</p>	

Strategic Objective 4 - Engagement with service users, carers and partner organisations

Standard proposed	Action	Progress Report	Responsible Officer	Completion Date	RAG Rating
The Adult Safeguarding Board explicitly includes service users as they are partners in all aspects of the work	To develop a service user engagement forum	A service user engagement event was held on 8/5/14 with Board member representation from Health, Police and the Authority. The event covered social media/internet safety as well as an opportunity for members to meet adults at risk. No further progress has been maintained owing to other commitments	Adult Safeguarding and Improvement Manager	January 2014	Amber
	To engage actively with service user groups and advocacy organisations	There are well established and regular links between the safeguarding team and advocacy organisations. This has continued with formal representation by user led organisations on the Operational sub group.	Adult Safeguarding and Improvement Manager	Annual Review	
The Board will ensure service users are involved in the planning and implementation of their individual safeguarding assessment and plans	To ensure service users increasingly participate in the adult protection process with appropriate support services	Priority is being given to convene case conferences with family and advocates by the Safeguarding Team but it remains an area for further attention and development	Adult Safeguarding and Improvement Manager	Annual Review	Amber
	To audit and evaluate adult protection practice to ensure that the adult at risk is engaged in the process		Adult Safeguarding and Improvement Manager	Annual Review	

<p>To develop and maintain close links with key public protection fora of partner organisations</p>	<p>Adult Safeguarding officers will attend and contribute to the Disability Related Harassment Multi Agency Risk Assessment Conference (DRH MARAC), the Domestic Abuse MARAC, the Multi Agency Public Protection Arrangements (MAPPA) and the CPS Hate Crime Scrutiny Panel</p>	<p>Conflicting work commitments has impeded this area of work. However, representation has continued as far as practicable at the MARAC meetings, the MARAC Steering group, the MAPPS sub group and the CPS Hate Crime Scrutiny Panel</p>	<p>Adult Safeguarding and Improvement Manager</p>	<p>Annual Review</p>	<p>Amber</p>
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Strategic Objective 5 – Develop best practice, experience, skills in safeguarding and adult protection for those who work with adults at risk

Standard proposed	Action	Progress Report	Responsible Officer (s)	Completion Date	RAG Rating
<p>The Adult Safeguarding Board will develop and implement a workforce development plan against the Four Counties Dyfed Powys Training Strategy and identify the resources for implementation</p>	<p>To increase collaborative learning & training, utilising in house and where appropriate external expertise</p>	<p>Both through the Dyfed Powys Training group and the departmental training sub group, preparation of the workforce for the new provisions of the Act are being implemented.</p> <p>A substantial training programme has been delivered to the sector against the Training Strategy and is linked to the needs of the workforce in preparation of the 2014 Act's implementation and changing practice.</p>	<p>Chair of Dyfed Powys Training Sub group</p>	<p>Annual Review</p>	<p align="center">Amber</p>
<p>Those working with adults at risk will be equipped with the necessary skills and knowledge to undertake their roles effectively</p>	<p>To identify develop best practice through case studies/workshops working where appropriate with SSIA</p> <p>To evaluate and review investigating officers skills and practice</p> <p>To ensure staff obtain supervision and professional</p>	<p>This has been met during the year as below:</p> <ul style="list-style-type: none"> • An e-learning module on adult safeguarding has been developed for all staff across the region. • A workshop took place with the new cohort of trained Investigating Officers to consider their training needs and how best the Adult Safeguarding Team can support them • A multi agency regional workshop on the new All Wales procedures on tissue viability was provided to safeguarding professionals in 	<p>Chair of Dyfed Powys Training Sub group</p> <p>Chair of Dyfed Powys Training Sub group</p> <p>Chair of Dyfed Powys Training</p>	<p>Annual Review</p>	<p align="center">Green</p>

	development planning	October 2014 • Practitioner workshop held January 2015	Sub group		
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Strategic Objective 6 – Ensure that learning is undertaken through Serious Case Reviews, Management Reviews or Serious Incidents

Standard proposed	Action	Progress Report	Responsible Officer (s)	Completion Date	RAG Rating
<p>The Board will commission Serious Case Reviews in line with Welsh Government Guidance and Management Reviews as appropriate</p>	<p>The established Standard Serious Case Review Sub Group will meet to commission reviews and/or incidents and examine best practice</p>	<p>In line with proposed Adult Practice Review guidance, a practitioners workshop was successfully held in January 2015 focusing on the outcomes for the service user. This workshop was presented to the Board in January 2015.</p> <p>The SCR sub group met on 19/10/15 to consider two cases for potential learning, review previous good practice and consider the Welsh Government commissioned Operation Jasmine report.</p>	<p>Board Members</p>	<p>Annual Review</p>	<p>Amber</p>
<p>The Board will be assured that lessons learned from Serious Case Reviews, Management Reviews and Serious Incidents are identified and cascaded across partner organisations as appropriate</p>	<p>Organisations will demonstrate by bringing to the Board relevant reports and subsequent updates for individual learning and scrutiny</p>	<p>This has been completed as noted above.</p>	<p>Board Members</p>	<p>Annual Review</p>	<p>Amber</p>
<p>The Board will be confident that effective learning has been identified and appropriate learning exercises are</p>	<p>Organisation will demonstrate by bringing to the Board relevant reports and subsequent updates for individual learning and</p>	<p>This has been completed as the example noted above demonstrated</p>	<p>Board Members</p>	<p>Annual Review</p>	<p>Amber</p>

fully and properly disseminated	scrutiny				
The Serious Case review sub group will monitor and report progress to the Board	<p>Reports will be submitted on a six monthly basis to advise the Board of progress made against the <i>Consolidated Serious Case Review Action Plan</i></p> <p>Good practice from Serious Case Reviews will be tabled at the Board to improve knowledge and practice</p>	This was completed and signed off	<p>Chair of Serious Case Review sub group</p> <p>Chair of Serious Case Review sub group</p>	Annual Review	Amber

Strategic Objective 7 – To develop a regional collaborative approach

Standard proposed	Action	Progress Report	Responsible Officer (s)	Completion Date	RAG Rating
The Board will actively promote and work with regional partners to agree a regional structure to adult safeguarding	Board members will attend collaborative meetings, workshops and conferences to promote the regionalisation of adult safeguarding arrangements	This has been progressed actively and reported on to the Board and the Mid and West Collaborative. Board members have made significant contributions to regional developments	Adult Safeguarding and Improvement Manager	Annual review	Amber
Partner organisations will continue to be represented and contribute to the Dyfed Powys Forum to improve policy and practice	<p>Officers will engage in specific projects and/or task and finish groups to promote a regional identity</p> <p>Officers will continue to work collectively to increase collaborative learning & training, utilising in house and, where appropriate, external expertise</p>	Officers of the Board have continued to attend the Dyfed Powys Adult Protection Forum	<p>Chair of Dyfed Powys Adult Protection Forum</p> <p>Chair of Dyfed Powys Adult Protection Forum</p>	Annual Review	Amber