

Annual Report

2018-2019

Our vision and statement of purpose

The vision for Calderdale Safeguarding Adults Board is for the Borough of Calderdale to be a safe place to live for all its citizens, regardless of their circumstances. This means that all citizens of Calderdale, irrespective of age, race, gender, religion, disability or sexual orientation live in a community that protects their rights and freedoms, and allows them to live free from abuse and neglect, and the fear of abuse and neglect.

To this end our focus will be on creating a culture where:

- Individuals feel safe in their communities
- An individual's wellbeing is promoted
- Individuals at risk of harm or abuse have their voice heard and their independence is promoted as far as possible
- Abuse is not tolerated
- People have access to information about what safeguarding is
- People know where to go when they have a safeguarding concern.

To make this vision a reality, it is essential that agencies work together to:

- Prevent harm and reduce the risk of abuse or neglect to adults with care and support needs
- Ensure that they safeguard adults in a way that supports them in making choices and having control about how they want to live
- Proactively take steps to stop abuse or neglect
- Ensure there is common understanding and belief of what to do when abuse happens
- Embed the principles of 'Making Safeguarding Personal' - being person centred and outcome focused
- Ensure they have a competent and able workforce
- Raise public awareness recognising the value local communities can play in prevention and early intervention
- Engage with and being responsive to the needs of all stakeholders, including adults at risk, carers, service providers and the wider community, is essential to promote the Board's vision.

Introduction

The Care Act 2014 requires Safeguarding Adults Boards (SABs / 'The Board') to help and protect adults from abuse. This involves coordinating the work of and ensuring that professionals and organisations are safeguarding and protecting adults. The Board has a statutory duty to prepare an annual report on its findings of safeguarding arrangements in its area.

This annual report provides details of our Strategic Business Plans for 2018-2019. It illustrates how effective the Calderdale SAB has been over 2018 - 2019; it outlines how partners have contributed to the work of the Board to improve safeguarding practice for adults and communities in Calderdale.

Contributions were sought directly from board members, chairs of sub-groups and other relevant partnerships. Numerous reports presented to the Board and its subgroups were applied to create an annual overview of the work completed and implemented.

This report will be published on the [Calderdale Safeguarding website](#), for all partners, interested stakeholders and members of the public to access.

As required by the Care Act 2014, it will also be shared with:

- the Chief Executive and Lead Member of the Local Authority,
- the Police and Crime Commissioner and the Chief Constable,
- the local Healthwatch organisation,
- the Chair of the Health and Wellbeing Board,
- the Chief Officer of the Clinical Commissioning Group.

It is expected that those organisations will consider the contents of the report alongside how they can continue to develop their contributions to both safeguarding in their own organisations, networks and in partnership with the Board.

The report is split into two sections with an executive summary giving an overview of the Calderdale Safeguarding Adult Board performance and impact, and a second more detailed part which analyses and evidences some of the comprehensive activity undertaken.

Going forward, the Board recognises the opportunities to mitigate the impact of the on-going challenges highlighted including better coordination with other strategic partnerships and work streams and using local, regional and national networks more effectively in order to minimise overlap and duplication of effort.

The Board leads the strategic development of adult safeguarding in Calderdale and in holding local agencies to account and the core focus of the Board in fulfilling this role is on value driven practice to ensure service users are kept at the centre of what we do and that we learn from their experiences of safeguarding in order to shape and improve the 'safeguarding system' in the future.

Ged McManus, Independent Chair, Calderdale Safeguarding Adults Board.

Table of Contents

About Calderdale	5
Executive Summary	6
Empowerment.....	6
Prevention	7
Proportionality.....	7
Protection	7
Partnership	8
Accountability	8
Analysis	10
Membership, attendance and budget	10
The Picture of Safeguarding in Calderdale	10
Quality Assurance and Audit	13
The Ladder of engagement and participation	16
Establishing the network	17
Consultation.....	17
Research	18
CSAB Development Day	18
Mental Capacity Act (MCA) Implementation Audit	19
Next Steps for CSAB Service User Engagement.....	19
Key Learning	20
Good Practice	20
Multi-agency Safeguarding Training Offer	21
Outreach sessions	22
Safeguarding Week	23
Future plans for the Calderdale Safeguarding Adult Board.....	24
Appendix 1 Making Safeguarding Personal in Calderdale – Progress Report – June 2019	25
Levels on the MSP Road Map.....	25
Six Safeguarding Principles	26
MSP Action Plan.....	27
Appendix 2 Engagement with Service Users, Families, Carers: What has CSAB achieved in 2018-2019?	29
Appendix 3.....	30

About Calderdale

Calderdale is home to approximately 210,100 residents and 94,000 households. It is estimated that our population will increase to 215,200 by 2024. The fastest growing age group is projected to be those aged 75 and over. The median age of residents is 42 years compared to the UK average of 40 years.



In the borough, 10.3% of residents are from a minority ethnic background. The top five countries of origin for residents born overseas are:

- Pakistan (5,100),
- Poland (1,600),
- Ireland (1,400),
- India (600),
- Germany (600).



English is the main language for 95% of residents. The top five languages spoken locally other than English are Panjabi, Urdu, Polish, Czech, and Slovak.



More than 98,900 working age residents (75.7%) are in employment whilst the unemployment rate is 3.3%. The average annual earnings for full-time working residents increased 3% from 2017 to 2018 and is currently at £27,980.



Calderdale is currently ranked 66th most deprived borough nationally according to the 2019 Index of Multiple Deprivation (it was 89th in the 2015 edition).



Male Life expectancy is 78.6 years compared with 79.6 for England. Female life expectancy is 82.1 years compared with 83.1 for England. The gap in life expectancy is 9.2 years for males and 10.0 years for females between the most and least deprived neighbourhoods in Calderdale.



Eighteen percent of residents have a long-term health problem or disability that limits their day to day activities; for 8%, day to day activities are limited a lot.





Executive Summary

The work of the Calderdale SAB is underpinned by six safeguarding principles, which apply to all sectors and settings including care and support services. The principles inform the ways we work with adults and provided the overarching objectives for the Board. The next section highlights what the Calderdale SAB achieved in relation to each of the six safeguarding principles:

Empowerment

People are supported and encouraged to make their own decisions and informed consent. “I am asked what I want as the outcomes from the safeguarding process and this directly informs what happens.”

- A means of engaging with Service Users was identified and networks for engaging with adults was established. The Communication and Engagement Subgroup led this piece of work with the newly appointed temporary post, the Quality Assurance Officer.
- The Calderdale SAB formed a Task and Finish Group focussed on how well organisations implemented Making Safeguarding Personal (MSP) in Calderdale. The group conducted multi agency self-assessments, led and reported on a comparison with a regional temperature check of MSP, and looked at the impact of MSP on people's lives. The report can be found in Appendix 1 of this report.
- Audits detailing levels of involvement of adults at risk in the safeguarding process was made available to the CSAB. The Board were not able to gain intelligence on how adults at risk were involved in the safeguarding process and how many adults had their intended outcomes met due to the IT system being unable to report this evidence, however changes made to the Adult Services and Wellbeing Service intelligence system during 2019 will. The new IT system is due to go live in Autumn 2019 with these upgrades, the Board has been instrumental in some of the changes being made – one of which being the ability to evidence service user involvement in desired outcomes.
- Police have provided evidence where adults with care and support needs have reported or been supported to report a crime which evidences positive action in relation to the investigation of crimes against adults at risk and that justice through the criminal justice system is sought.
- Audits focussing on how Calderdale agencies are implementing Mental Capacity Act guidance in practice were undertaken by the Board. This extensive piece of work is described in detail below and found that there is an overall improving picture of knowledge and understanding surrounding the use and implementation of MCA.

Partners assured the Calderdale SAB that MCA practice is informed and robust through self-assessment, performance data and through quality assurance.

Prevention

It is better to take action before harm occurs. "I receive clear and simple information about what abuse is. I know how to recognise the signs, and I know what I can do to seek help."

- The Board received assurance through the annual Safeguarding Self-Assessment Audit (joint with the Children Section 11 Audit) that partners comply with Safer Recruitment procedures.
- Through the same audit, the Board sought assurance from partners that safeguarding is embedded within commissioning and contracting processes.
- The CSAB is assured that there is a multi-agency process to spot early signs of a failing care home & have processes to prevent further deterioration through analysis of procedures and through evidencing that learning from a previous Serious Case Review had been embedded.
- A range of multi- agency safeguarding guidance and policy including guidance on safeguarding and pressure ulcers, covert medication, self-neglect, joint investigations with police and large-scale investigations was written and implemented during the year.
- Training statistics show the numbers of staff across Calderdale trained to recognise signs of neglect and abuse. Audits show learning from training.
- The CSAB clarified and sought assurance about the Safeguarding Process in Calderdale around delayed.

Proportionality

The least intrusive response appropriate to the risk presented. "I am sure that the professionals will work in my interest and they will only get involved as much as is necessary."

- A Schedule of audits was agreed and prioritised according to the local need including what the impact of safeguarding response is and how agencies are making safeguarding personal.
- The CSAB Performance Report includes comparative data with other local authority areas.
- Multi Agency audits were implemented to track the response to safeguarding risks.
- Audit and performance management has shown that there is consistency and proportionate practice across the partnership in terms of Safeguarding concerns which are monitored, including how many go onto further safeguarding activity.
- There are further improvements to be established for consistent thresholds when raising safeguarding concerns.

Protection

Support and representation for those in greatest need. "I get help and support to report abuse and neglect. I get help so that I am able to take part in the safeguarding process to the extent to which I want."

- Performance data tracks the safeguarding journey (from early intervention to outcomes) of adult at risk.

- Learning from SARs and SCRs is implemented and tested to ensure it improves practices and improves outcomes for adults at risk.
- Performance Management Quality Assurance Framework is developed and implemented.
- Quality Assurance Activity, including audits, monitors how effective safeguarding arrangements are in Calderdale.
- Training and workforce development has proven to be successful this year both through e-learning and face to face training. The section below regarding learning and improvement provides further detail.
- Outreach sessions focusing on safeguarding have been delivered to individual organisations and professionals where it is difficult for teams to attend training sessions.
- The Safeguarding Adult Self-Assessment Audit has provided assurance of how systems, policy and staff protect and support adults at risk appropriately.

Partnership

Services offer local solutions through working closely with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse. “I know that staff treat any personal and sensitive information in confidence, only sharing what is helpful and necessary. I am confident that professionals will work together and with me to get the best result for me.”

- The Learning & Improvement Framework (LIF) is agreed and in place and an annual Training Needs Analysis informs the multi-agency training programme.
- The Calderdale SAB and the Calderdale Safeguarding Children Partnership Secretariat Merger is complete; Safeguarding Adult Board activity is progressive and impacting positively on the safeguarding partnership.
- The annual Safeguarding Week offers training and awareness raising sessions involving professionals, adults at risk, their carers and the public.
- A joint website for safeguarding children and adults in Calderdale is set up that is easily accessible and provides useful resources for both citizens and professionals.
- Service User and Carers are represented, listened to, and included through each individual organisations engagement programme, but also through the SAB User Engagement Networks. See Appendix 2.

Accountability

Accountability and transparency in delivering safeguarding. “I understand the role of everyone involved in my life and so do they.”

- Regional policy and procedures are in place, which are both Care Act and Making Safeguarding Personal compliant.
- The Calderdale SAB Annual Report explains what it has done and how its partners have helped keep people safe in Calderdale.
- Calderdale SAB Partners report confidence in employees’ knowledge and ability to undertake safeguarding responsibilities (through annual Safeguarding Self-Assessment Audit).

- The Board has a proactive approach to reviewing and updating policies and procedures including through regional networks, local demand (from SARs) and through partners professional intelligence.
- The shared use of resources of the combined secretariat across the SAB and the Calderdale Safeguarding Children Partnership (CSCP) has proved to be successful. The experience, capability and skills of the staff working for the CSCP (previously the Safeguarding Children Board) have been utilised for the development of the SAB alongside the knowledge of the Independent Chair and the expertise of partners. The shared secretariat has strengthened understanding across adult and child services, and has strengthened audit process, data collection, self-assessment and learning for the SAB.

Analysis

Membership, attendance and budget

Local authorities are responsible for the establishment of Safeguarding Adult Boards. The Care Act 2014 specifies that there are three core members, namely, The Local Authority; Clinical Commissioning Groups (CCG); the Police and any other agencies it considers to be partners. During 2018-19, membership of CSAB comprised Senior Officers from the following member organisations:

- West Yorkshire Community Rehabilitation Company.
- Calderdale Adult Services and Wellbeing.
- Calderdale and Huddersfield NHS Foundation Trust.
- Calderdale Clinical Commissioning Group.
- Calderdale Community Safety Partnership.
- Calderdale Housing.
- Elected Member.
- Health Watch Calderdale.
- NHS England.
- Pennine Housing/Together Group.
- Sector Support Calderdale (now VSI Alliance).
- South West Yorkshire Partnership Foundation Trust.
- Voluntary Infrastructure Support.
- West Yorkshire Police.
- West Yorkshire Fire Service.
- West Yorkshire National Probation Service.
- WomenCentre.

The membership and attendance at the Board and Subgroups has remained consistent all year. Funding for the Calderdale SAB has come from the three key partner agencies – West Yorkshire Police, Calderdale MBC and Calderdale Clinical Commissioning Group. Contributions in the form of meeting space, staff time and other resources have additionally been provided by all agencies supporting the Board.

The Picture of Safeguarding in Calderdale

The Calderdale SAB collects, collates, analyses and quality assures data from services in Calderdale. A Performance Indicator report is produced every quarter and examined by lead professionals from across statutory and voluntary sector organisations in Calderdale. The data is compared to regional and national performance, trends and patterns are explored and exceptions are highlighted to the Board. The Performance Indicator report has been developed over several years and its current form has been developed yet again to include an even broader range of agencies and to include data which is aligned with the Boards' priorities.

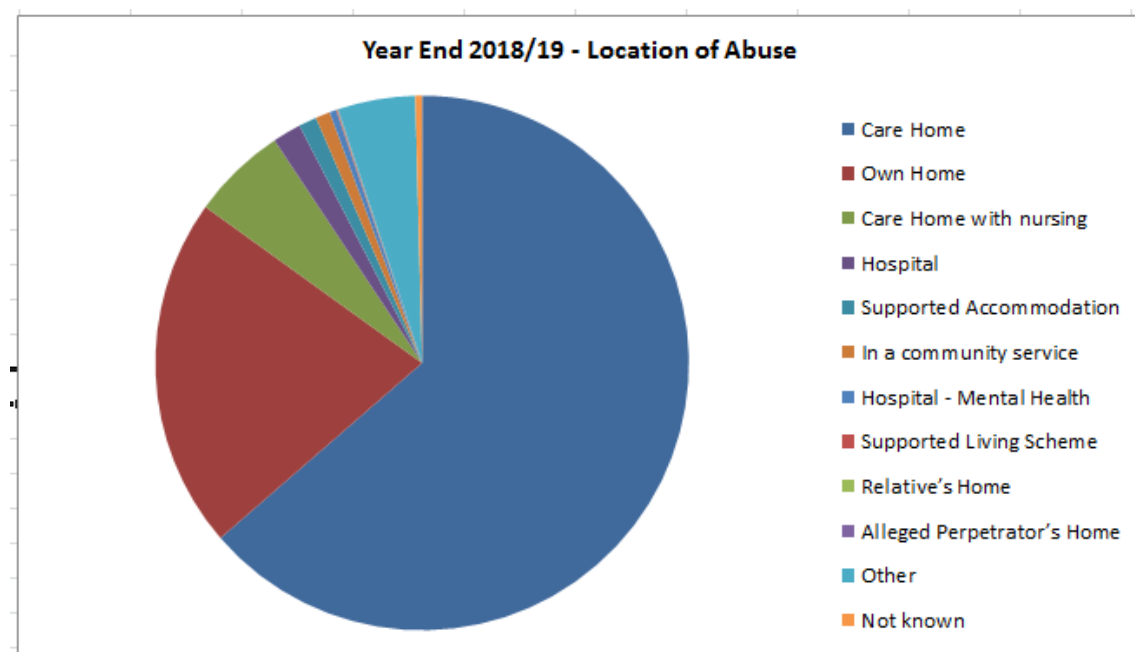
Below is a selection of the indicators which were collected and analysed with a narrative describing how the Board has helped to cleanse the data, highlight areas for potential improvement and how it has influenced improved practice in the borough. A subsequent

section in this Annual Report will provide details of quality assurance, audit and views of service users, practitioners, families and communities that the Board has used to develop practice and improve outcomes for service users.

Total number of safeguarding concerns

This data has been collected since 2014/2015 and there has been a steady increase in numbers of concerns raised. This could be regarded as positive because raising awareness about safeguarding adults has been a priority. In addition to this, 61% of the concerns are responded to via a risk management response; this indicates that most concerns reported are low level concerns and receive proportionate response. The knowledge and intelligence gathered from this supports a preventative approach which should minimize the number of incidents that cause greater concern and require a full, formal enquiry.

Number of Section 42 referrals accepted and characteristics



Location of abuse	2018/19 Q1	2018/19 Q2	2018/19 Q3	2018/19 Q4	2018/19 Total
Care Home	455	493	472	454	1874
Own Home	113	148	175	191	627
Care Home with nursing	36	40	38	55	169
Hospital	15	16	9	11	51
Supported Accommodation	6	6	14	6	32
In a community service	4	5	10	7	26
Hospital - Mental Health	2	5	4	1	12

Location of abuse	2018/19 Q1	2018/19 Q2	2018/19 Q3	2018/19 Q4	2018/19 Total
Supported Living Scheme	0	0	0	2	2
Relative's Home	0	0	0	1	1
Alleged Perpetrator's Home	0	0	0	1	1
Other	23	42	44	29	138
Not known	1	2	4	5	12
Total	655	757	770	763	2945

Of the 3,770 concerns raised year to date in 2018/19, 2,945 (78%) were accepted as referrals. The data shows that 73% of S42 referrals came from Social Care Staff (560 S42 referrals). When this data was broken down further it shows that 46% of S42 referrals accepted (346 S42 referrals) were submitted by Residential Care Staff; this data therefore reflects local practice where the Safeguarding Adults Team have worked with the care home providers for all safeguarding concerns to be notified for assessment against the S42 criteria. This data also shows the location of concerns; for 64% of the S42 referrals (1874) the location of concern is a Care Home which again reflects that Care Homes are reporting more concerns. For 26% of the S42 referrals accepted the location of concern is in the community.

Number of repeat S42 Referrals

This indicator shows data that is gathered around the number of repeat referrals over a rolling 12 month period, and for Q1 2018/19 this was the first opportunity to collect this data. In quarter 3 2018/19, the 476 repeat referrals represented 62% of all S42 referrals accepted. This data shows that for the majority of repeat referrals the location of concern is a Care Home (73%); there are 14% of repeat referrals from own home and less than 1% from a community service. The data has prompted the Performance & Quality sub group to undertake an audit. The detail behind the repeat referrals is being explored through this audit to assess and analyse if there is any concern with the presented figures.

Actions from the Domestic Abuse Hub for people who might fit the S42 criteria for safeguarding

This indicator shows data that is gathered by the Safeguarding Adults Team (SAT) from the Domestic Abuse (DA) Hub. This data details number and type of actions that are forwarded from the Domestic Abuse Hub to the SAT. The figures requiring action from Adults Services and Wellbeing are low, leading to very low safeguarding referrals suggesting that the S42 criteria are not often met for this abuse type; it also provides some assurance that the differing definitions of vulnerable adults/Adults at Risk between Police and Adults services doesn't compromise the needs of those adults needing support being met, and that the agencies are working in a consistent way. The process appears to be robust and identifies adults that have been referred from the DA Hub require extra support or require a S42 referral.

Number of Prevent referrals to Channel for adults who meet S42 Criteria for safeguarding:

The SAB collected and highlighted concerns about the number of adults at risk who were being referred to the Channel Panel in 2017, this resulted in the police and local authority working together to check and cleanse the

data which resulted in more accurate reporting and as a result the numbers of adults at risk reported to channel panel is low. For those adults who would meet the S42 criteria for safeguarding, the Board has been assured that appropriate and intensive support is in place for those individuals who may be at risk of being exploited or groomed. Due to the sensitive nature of this data we are unable to publish figures.

Quality Assurance and Audit

As detailed above, the Performance Management and Quality Assurance Framework details how the Board seeks assurance about how well adults in Calderdale are safeguarded. One of the elements of this is through quality assurance or audit. The following section details some of the work undertaken by the Board in the year 2018 to 2019.

Mental Capacity Act 2005 - Implementation Audit

A Self-Assessment Audit to demonstrate the extent to which the Mental Capacity Act (2005) (MCA) has been implemented in Calderdale. The Audit was undertaken following a recommendation from a recent CSAB Safeguarding Adult Review (Mr A), a recent CSAB Section 42 audit, as well as further evidence indicating that MCA was not fully implemented, in relation to the safeguarding response in Calderdale from the National Safeguarding Adults Collection (SAC) data (2016/17).

The audit included:

- Questionnaires for Strategic Leaders.
- Questionnaires for Front Line Practitioners.
- Questionnaires for Service Users, family members and carers.
- Section 11/Safeguarding Adults Audit.
- Practitioner Focus Group.
- MCA Training statistics.

An adapted Maturity Model of Transformation was used and consisted of 6 strands that included: Leadership; Strategy; Culture; Workforce Development; Delivery Structures and Processes; and Service User Experience. A self-assessment score of Early, Developing or Mature was given for each strand.

What did we find?

- The self-assessment audit provided a baseline for how well MCA is implemented across the partnership.
- The majority of strands were developing: there is evidence of implementation of MCA, but there are improvements to be made.
- The Workforce Development strand was rated as mature due to robust training for the majority of organisations.
- Almost half of organisational leads said that MCA was not present in business or work plans.
- Most staff had had MCA training but nearly half of all practitioners felt they needed more support to complete MCA assessments.
- Most of the 23 Service users (from Care Home, Housing Group, Alzheimer's Society, Drug and Alcohol Service, Self-Advocacy Network and National Probation Service) said they would want more information about MCA.

What did we do?

- Distributed national and local MCA guidance to CSAB members to disseminate to front line staff and service users. CSAB Safeguarding Adults - Public Page.
- CSAB Safeguarding Adults - Professionals Page.
- Offered to facilitate a peer buddy system between board members for support to implement MCA.
- Requested that all organisations ensured relevant practitioners have undertaken MCA training appropriate to their role.
- Requested all organisations to adopt the National MCA Competency Framework.
- Asked Board Members to self-assess themselves against maturity model and provide evidence in 2020 Section 11/Safeguarding Adult Audit.

What do we hope to achieve as result of the changes?

- More Adults and their families know their rights in relation to MCA.
- Practitioners have a clear understanding of MCA and are competent to use it in practice.
- CSAB partners continue to implement MCA across the partnership in order to ensure that people's human rights are protected.

Safeguarding Referrals: Multi-Agency Understanding of S42

What was this audit about? – Audit to explore the Multi-Agency understanding of The Care Act (2014) Section 42 (S42) criteria. The audit was conducted as the Patchwork of Practice 2017 portrayed Calderdale as an outlier for the numbers of S42 enquiries, both regionally and nationally. Auditors from multiple agencies decided whether each case met the S42 criteria (3 stage test) or not and provide a rationale for their decision.

There were some disagreements between professionals undertaking the audit about whether the S42 criteria was met, as there has been proven to be nationally. As a result of the audit, the Board re-promoted guidance of resolving professional disagreements for adults at risk, promoted multi agency safeguarding training on S42 Criteria, and facilitated group discussions amongst partner agencies regarding any barriers concerning Safeguarding Referrals.

In addition, the Board facilitated events with front line practitioners and managers who make referrals to increase multi-agency knowledge and understanding for referring adults at risk and ensure there is agreement of referrals across the multi-agency partnership.

Safeguarding Adults Self-Assessment Audit (shared with Section 11 for the Calderdale Safeguarding Children Partnership)

Every year, the Calderdale SAB, along with the Calderdale Safeguarding Children Partnership undertakes an audit of organisations who work with or come into contact with adults at risk and, or children. The self-assessment audit explores how well organisations safeguard children and adults. This year there were 259 returns from different organisations in Calderdale including 100% from CSAB Members. This year, the Board widened the distribution to include Adult Locality Providers (Domiciliary Care Provider and Care Home) of

which there were 23 returns. The returns also included voluntary sector services, commissioned services, schools and early education providers.

Most adult organisations self-assess as having 'Fully Met' the safeguarding standards (81.5%). 11.3% of the questions are 'Partly Met', which means they have put actions in place to improve. 2% of organisations felt they have 'Not Met' certain areas of the standards and have put actions in place to improve. There were 5.2% of the questions which were unanswered - questions do not always apply to all organisations, i.e. around the commissioning of services.

The Thematic Analysis is currently taking place, and once completed will be fed into Partnership Learning Events. A final report will be produced once the full process cycle has been completed, in February

Communication and Engagement

Calderdale's Quality Assurance and Performance Management Framework involves 5 fundamentals:

- Quantitative data (Multi-Agency dataset, information from rolling reports)
- Qualitative evidence (Multi-Agency audits, quality testing, best practice and research)
- Engagement with Service Users (The voice of adults at risk, families and communities)
- Engagement with Front Line Staff (The views of practitioners, line managers and safeguarding leads)
- the Learning and Improvement Framework.

Calderdale Safeguarding Adults Board's Business Plan 2017-2018 specified that the Board sought to establish adult service user engagement. Previously, service users were only informed of the work the Board did via the website. They did not have a chance to directly influence the Board's work plan, or were rarely involved in tasks for the Board. Therefore, the role of Quality Assurance Officer aimed to facilitate and grow Adult Service User Engagement.

It was agreed in a Service User involvement meeting and then by the Communications and Engagement Sub-group that Service user Engagement needed to evolve over time, and that it would not be an overnight turn over. The work would be based on the 'Ladder of Engagement and Participant' (see image below). An action plan was produced by the Quality Assurance Officer which is monitored by the CSAB Communication and Engagement subgroup and is currently on track.

The Ladder of engagement and participation

There are many ways in which people might participate in health depending upon their personal circumstances and interest. The 'Ladder of engagement and Participation' is a widely recognised model for understanding different forms and degrees of patient and public involvement, (based on the work of Sherry Arnstein). Patient and public voice activity on every step of the ladder is valuable, although participation becomes more meaningful at the top of the ladder.

Devolving

Placing decision-making in the hands of the community and individuals. For example, Personal Health Budgets or a community development budget.

Collaborating

Working in partnership with communities and patients in each aspect of the decision, including the development of alternatives and the identification of the preferred solution.

Involving

Working directly with communities and patients to ensure that the concerns and aspirations are consistently understood and considered. For example, partnership boards, reference groups and service users participating in policy groups.

Consulting

Obtaining community and individual feedback on analysis, alternatives and /or decisions. For example, surveys, door knocking, citizen's panels and focus groups.

Informing

Providing communities and individuals with balanced and objective information to assist them in understanding problems, alternatives, opportunities, solutions. For example, websites, newsletters and press releases.

Establishing the network

A network was compiled of 25 organisations who work with children, adults and families. The organisations consult with their service users, disseminate information and learning materials and inform the work of the Safeguarding Adult Board.

The organisations include:

- Cloverleaf Advocacy.
- Together Housing.
- Pathways Leaving Care Service.
- Branching Out and The Basement Recovery Project.
- Family Support and Outreach Team, Jubilee Centre.
- Alzheimer's society.
- Women's Centre.
- Identity Youth group for Barnados (LGBTQ).
- Voluntary Sector Infrastructure Alliance.
- Tough Times Reference Group.
- Young carers.
- Cohesion & Equality Officer (Hate Crime Reduction).
- Calderdale carers.
- Youth Offending Team.
- Age UK.
- Healthwatch Calderdale.
- Creative Support.
- Residential.
- National Probation Service.
- Memory Lane Café Calderdale.
- Unique Ways.
- Active Social Care.

Consultation

A visit was arranged to Cloverleaf Self-Advocacy Group and Together Housing Keeping in Touch Days to speak directly with service users about what they want to know about safeguarding. They were also asked to review training material that was produced for Safeguarding Week aimed at Service Users, Carers and the public.

The self-advocacy group, who are Adults with Learning Disabilities, advised that the training materials explained all that they wanted to know about Safeguarding Adults at Risk, but an easy read version of the training material needed to be produced so that individuals with Learning Difficulties/Disabilities could understand. They also suggested the use of images to support the material. Once the easy read version was produced, they were asked to review this again for final approval. The self-advocacy group made a few more suggestions to amend but overall approved the easy read training material.

A Group which supports elderly and physically disabled Adults who live in sheltered housing accommodation. The feedback received from them about the training material was that some of the topics were not relevant to them (e.g. Forced Marriage, Honour Based Violence and Modern Day Slavery) but it was agreed by the facilitator that she would tailor the information to be more relevant to their setting.

As these groups had approved the material, and agreed that there were no topics missing, the training material was sent to all contacts listed above, to use during Safeguarding Week (25th June – 1st July) and beyond in any way they felt would be appropriate with their service users.

Research

Contact was also made with Bradford Safeguarding Adults Board, to find out about their Bradford Safeguarding Voice Group, which is a subgroup already established for their Board.

The group's facilitator provided information about their recent Community Engagement Event held during Safeguarding Week 2018. An invitation was made to visit the group to gain ideas and understanding of how they work. The ideas and practice will be used to influence further service user consultation in Calderdale.

CSAB Development Day

The CSAB Development Day 2018 focused on Making Safeguarding Personal. The Quality Assurance Officer was asked to use the contact list above to find individuals (either service users or practitioners) who would be willing to share their experience of MSP in practice. The role of Quality Assurance Officer was to support them in presenting this to the Board Members, in any way they wanted e.g. a presentation, or a letter etc. Contact was made to several organisations including:

- Memory lane dementia cafe.
- Valley View residential home.
- Creative support.
- Age UK.
- Calderdale carers.
- Alzheimer's.
- Cloverleaf Advocacy.

These contacts were specifically chosen as their service users were more likely to have been through the Adult Safeguarding process. However, when contact was made, some

organisations were unaware of the term 'Making Safeguarding Personal', so did not have any examples of how they put it into practice.

However, the Alzheimer's society agreed to share their story of Making Safeguarding Personal, and a Dementia Support Advisor was invited to the CSAB Development Day. The Quality Assurance Officer supported the practitioner to share their story, and include what they thought had gone well, and if they would make any changes in the future. The practitioner also brought the Adult at Risk's version of Making Safeguarding Personal, which was read out to the Board Members. It highlighted that the terminology 'Making Safeguarding Personal' can be misunderstood, and is not well known to service users, and to some practitioners.

Mental Capacity Act (MCA) Implementation Audit

The Service User network was used to distribute questionnaires which asked for 2-3 service users from each organisation to complete. The questionnaire tested the level of awareness of the Mental Capacity Act (2005). In total, 23 service users and carers, from 6 organisations completed the questionnaire. The organisations included:

- Valley View Care Home.
- Together Housing Group.
- Alzheimer's Society.
- Calderdale Recovery Steps.
- Cloverleaf Self-Advocacy Network.
- National Probation Service.

The completed questionnaires provided us with evidence for part of the audit; it identified that Calderdale was Developing for its Service user Experience in relation to MCA, meaning there improvements are required to increase service users knowledge of MCA, to ensure Service users and their family know their rights in relation to MCA. Furthermore practitioners, across the partnership, need to be aware of advocacy support to help achieve better outcomes for Adults.

Next Steps for CSAB Service User Engagement

A newsletter was produced and distributed to the network, which highlighted opportunities for service users to be more involved in the work of CSAB. The role could involve supporting the Board with making easy read versions of local policies and procedures e.g. self-neglect, pressure ulcer, falls. Service users will be asked what style of easy read they would want, e.g. newsletter style about the main bullet points of what they need to know about the guidance, or a full easy read document. Other work could include raising awareness of Safeguarding topics as well as reviewing the CSAB website to ensure it is accessible to the public and co-arranging community engagement events. There will be an opportunity to shape the type of work they complete for the Board.

Learning from Safeguarding Adults Reviews

The Board undertook one Safeguarding Adult Review (SAR) in the year; this was later published under the name Mr B. Mr B. was diagnosed as having a severe learning disability at 12 years of age. As a child there were concerns that he was experiencing neglect by his mother and for a time he was the subject of child protection procedures. Shortly before transitioning into adulthood he was again identified as being at risk of significant harm of neglect. The recurring issue of neglect continued for several years after he became an adult until he was finally removed from the family home. His Mother was charged and found guilty of wilful neglect.

Key Learning

1. The Complex Care panel could have provided advice and support to practitioners working with this case.
2. Some agencies are more aware of the legislative requirements for the Mental Capacity Act (MCA, 2005) than others and are more mature in their practice. All agencies need to have an awareness of when and how to use MCA in order to safeguard adults.
3. The Joint Multi-Agency Safeguarding Adults Policies and Procedures (April 2018) sets out circumstances in which multi-agency meetings should be convened to share information & develop risk management plans.
4. The transition pathway for a young person with a severe learning disability and about who there are safeguarding concerns needs to be robust and able to address both issues simultaneously. The Calderdale All Age Disability Service has processes in place to manage these more effectively.
5. Repeated episodes of non-attendance of adults at risk reliant upon carers to bring them to medical appointments should raise professional curiosity. Calderdale SAB has developed a 'Was Not Brought' policy which will help to facilitate this.
6. Practitioners and managers need to be more aware of the importance of knowing when and how to raise a safeguarding concern and when to undertake risk assessments.
7. A Carers Assessment (Care Act 2014) should be routinely offered.
8. Practitioners need to be able to identify behaviours that indicate when Carers are resistant to interventions and they are not acting in the person's best interests. The Calderdale SAB Professionals Guide 'Professional Curiosity and Challenge' could assist.
9. Practitioners need to be aware of agencies that have powers to access premises and under what circumstances they can be employed when there are concerns about an "Adult at Risk"

Good Practice

1. Once the seriousness of the circumstances in which Mr B was living was identified, agencies worked together and acted effectively to safeguard him.
2. Children Social Care and Calderdale & Huddersfield Foundation Trust evidenced good practice in the transition of Mr B from Children to Adult Services.

3. The GP was proactive and persistent in engaging with mother and following up a failed appointment.
4. The value of having housing provider representatives at safeguarding strategy meetings was beneficial and an approach that should be championed.

The full report is available on our website, please see: [CSAB Overview Report Mr B SAR](#).

Multi-agency Safeguarding Training Offer

A total of 3352 e-learning courses were completed in this quarter, most demonstrate competence in 'Safeguarding Everyone' which provides safeguarding awareness of both adults and children. A total of 978 professionals from across adult and children services attended 73 courses over the year.

The evaluation of courses included the following positive comments:

- Hearing the perspectives of others and sharing knowledge/experiences from practice/networking.
- Learning about local processes and the support available.
- Increased understanding of and the focus on specific issues.
- Use of case studies, real life examples, videos, practical activities and group work.
- The knowledge and experience of the trainers/facilitators.
- The provision of practical tools and strategies to use in practice.

Comments in relation to how training made people feel differently included:

- Learning from Serious Case Reviews/Safeguarding Adult Reviews and seeing what was recommended enabled me to see the whole picture and helped me to understand better. Very powerful!
- How our clients may be feeling.
- Making sure you introduce yourself to someone [Hello, my name is].
- It's not just process – its Making Safeguarding Personal.
- That services/organisations need to work together more to safeguard adults at risk.
- Thinking about risk and highlighting the importance of professional curiosity.
- To look at different ways to approach a case and how support is provided. It reinforced the need to involve family/carers/friends as much as possible, whenever possible. The impact it has on all involved in the case.
- How to apply the policy into practice and safeguard adults who do not engage but self-neglect. Multi-disciplinary approaches.
- The number of safeguarding categories surprised me so I will ensure I consider these in addition to the ones that are frequently referred to.
- The size of the problem is much bigger than I imagined, but courses like these are paramount in identifying people at risk.

Comments in relation to how participants in training will implement their learning in practice included:

- I have since referred to the Joint Multi-Agency Safeguarding Policies and Procedures.
- Implementation of person centred practice in safeguarding adults.

- More contact with adult social care in order to have a broader picture of what work is going on.
- We have already looked at changing practice. We are going to change work badges for the whole company to say 'Hello my name is...'
- Being pro-active, going off my gut instinct when things don't appear right and contacting the relevant agencies, people and families.
- Continued professional curiosity. The importance of the gut feeling, considering risk reductions always.
- I have a better understanding that services need to share information more to safeguarding adults at risk.
- This has really made me think of what steps need to be done to safeguard vulnerable people. Also, by looking at the mistakes that occurred, for example, lack of efficient teamwork, it ensures that I will be more wary of this.
- I will be more mindful of all the categories of safeguarding and ensure I work as part of a MDT to protect vulnerable individuals whilst maintaining their dignity and independence where possible.
- Increased awareness, supporting other social workers and agencies in ensuring they adopt the same approaches.

The evaluation of training shows an increased uptake and successful completion of e-learning courses during 2018/19; 98% of learners said their skills and knowledge had improved as a result of attending the course. The Voluntary, Community and Faith sector make up a large proportion of learners and that this year there has been an increase in representation from Police (in particular, the Early Intervention Team). The value of the contribution of these and other agency perspectives is recognised.

The Multi-agency Safeguarding Training programme includes both Adults and Children's workforce learning opportunities. Increasingly, courses are being adapted to be relevant for work with both service user groups. This facilitates greater understanding of respective roles and responsibilities and networking opportunities which increases awareness of the range of services available in Calderdale.

Outreach sessions

There are joint arrangements in place for the Learning & Improvement Subgroup with the CSCP. The multi-agency safeguarding learning and development offer provided by CSAB/CSCP was extended this year to include 'outreach' sessions. The sessions have been well-received, and practitioners have engaged with activities when they have been introduced.

The outreach sessions have enabled practitioners to explore issues relating to their own work setting, challenging each other and putting forward suggestions, increasing the relevance of the conversation/use of a tool for their role.

It has been helpful that the facilitator has the benefit of a multi-agency perspective, awareness of strategic priorities and knowledge of the background to the tools and guidance, however, it is recognised that the approach lacks opportunities for practitioners to network with colleagues from other agencies or to gain an understanding of their roles and responsibilities.

The availability of facilitated Case Reflection (as well as raising awareness of application of available tools and guidance in practice) will continue to be actively promoted.

This offer of 'outreach' sessions will be targeted directly at services where training needs have been identified through self-assessment and audit activity.

Safeguarding Week

Safeguarding Week is an annual event which provides a range of learning events across Calderdale (and West Yorkshire) aimed at staff in all organisations and members of the public to raise awareness about different aspects of Safeguarding and to highlight the message that 'Safeguarding is Everyone's Business'.

The main focus of Safeguarding Week 2018 (June) was public engagement and comprised of poster campaigns aimed at adults and children; a safeguarding survey and distribution of supporting materials; general safeguarding awareness raising at a range of venues; awareness raising educational materials produced.

16 events were delivered, the majority aimed at professionals - 84 professionals attended. There was a good range of events, some targeting specific groups. All events demonstrated high levels of satisfaction with the training/briefing and Safeguarding Week in general.

The main Communication activity was managed at a regional level and this assisted coordination of the messages that were used, shared branding and increased social media activity.

Future plans for the Calderdale Safeguarding Adult Board

Partners have identified and informed the Board about events, opportunities and threats which may impact on how well organisations safeguard adults. The Calderdale SAB will work closely with partners to use, mitigate and make the most of the following areas. This will be documented and reported on in the 2019-2020 Calderdale SAB Annual Report.

- Changes to the local healthcare footprint.
- Changes in commissioning landscapes.
- Ageing demographic pressures.
- Fragility of funding / care market.
- Threats to local knowledge / partnerships due to the uncertain continuity of experienced staff within organisations.
- Continuity of SAB members which might be an issue with changes to funding/organisational structures.
- Demands increasing and resources decreasing.
- Issues around homelessness.
- Austerity and reconfiguring budgets.
- Fragmentation of public services.

Opportunities identified by the SAB and its partners through development days and consultation will be reported on the 2019-2020 Annual Report include:

- Development of how well children transition into adulthood and are safeguarded or supported through the process.
- Developing strategic and operational responses to homelessness.
- Learning from complex cases through the complex case panel.
- Learning from good practice as well as SARs.
- Refresh joined up work with other Boards and Partnerships.
- Build on the SAB multi-agency training offer.
- Links to the Calderdale Vision 2024 (Kindness and Resilience, Enterprising and Talented, Distinctive).
- Progression and development of Prevention and Early Intervention in adult services.
- Developing Vulnerable People and Poverty Strategy.
- Utilisation of volunteers.
- Website development.
- Development of regional safeguarding data and intelligence.
- Revision of Regional Safeguarding Procedures.

The Board recognises more is achieved through working together in partnership and remains committed to delivering the Business Plan based on intelligence, learning, analysis of current strengths and areas for development and feedback. The priorities for 2019-2020 are:

1. CSAB is assured that adults are empowered and engaged with safeguarding processes in line with the 6 safeguarding principles.
2. Provide strategic leadership, initiate effective joint working practices and gain assurance of the effectiveness of partners' safeguarding arrangements.

3. Gain assurance that adults are supported with safeguarding through timely and proportionate responses to concerns of neglect or abuse.
4. Create a learning culture which consistently improves outcomes for adults at risk.

The Structure chart to deliver against these four objectives is set out in Appendix 3.

To report adult abuse or neglect and to seek further guidance **call Gateway to Care on 01422 393000**.

To contact out of office hours, **call the Emergency Duty Team on 01422 288000**.

Guidance on making a referral can be accessed from the [Calderdale Safeguarding website](#).

Appendix 1 Making Safeguarding Personal in Calderdale – Progress Report – June 2019

Following the implementation of the Care Act 2014 in 2015, Association of Directors of Adult Social Services (ADASS) Yorkshire & Humber conducted Making Safeguarding Personal temperature checks, initially in 2016 and then 2017. This has been followed up by a Making Safeguarding Personal survey of Safeguarding Adults Boards in 2018/19. 15 Safeguarding Adults Board areas took part resulting in 102 responses to the survey. This regional survey was aimed at Safeguarding Adult Board partners to review progress and identify any further support partners require, in order to inform plans for adult safeguarding work at local, regional and national levels.

The survey concluded that respondents rated the progress of implementation of MSP by SAB's across the region as ranging from level 2 (MSP agreed as a strategic priority and planning is in progress.) to Level 10 (Shift to user-focussed approach in all partner organisations.) 8 Calderdale organisations participated and rated Calderdale SAB between Level 2 (MSP agreed as a strategic priority and planning is in progress) to Level 9 (Shift to user-focussed approach in core partner organisations.), where Level 2 was the most popular stage selected, chosen by 50% of responders, whilst the average was level 5 (Current systems and procedures revised and modified to incorporate MSP principles. Workers being trained in an MSP approach).

Levels on the MSP Road Map

1. Not yet started.
2. MSP agreed as a strategic priority and planning is in progress.
3. Considering, piloting and testing ideas, innovations and recommended models.
4. MSP implementation plan agreed, and implementation started.
5. Current systems and procedures revised and modified to incorporate MSP principles. Workers being trained in an MSP approach.
6. Period of embedding change of practice into the culture of your organisation.
7. MSP extended into multi-agency call centres and prioritisation arrangements.

8. MSP extended to partners who undertake safeguarding enquiries (Section 42 of the Care Act) on behalf of the local authority.
9. Shift to user-focussed approach in core partner organisations.
10. Shift to user-focussed approach in all partner organisations.

Six Safeguarding Principles

1. **Empowerment** - I am consulted about the outcomes I want from the safeguarding process and these directly inform what happens.
2. **Prevention** - I am provided with easily understood information about what abuse is, how to recognise the signs and what I can do to seek help.
3. **Proportionality** - I am confident that the responses to risk will consider my preferred outcomes or best interests.
4. **Protection** - I am provided with help and support to report abuse. I am supported to take part in the safeguarding process to the extent to which I want and to which I am able
5. **Partnership** - I am confident that information will be appropriately shared in a way that considers its personal and sensitive nature. I am confident that agencies will work together to find the most effective responses for my own situation.
6. **Accountability** - I am clear about the roles and responsibilities of all those involved in the solution to the problem.

Compared with Calderdale, organisations across the region considered SAB's in their area had more advanced rates of implementation overall, 20% rating progress at level 5 (Current systems and procedures revised and modified to incorporate MSP principles. Workers being trained in an MSP approach.) and 20% at level 8 (MSP extended to partners who undertake safeguarding enquiries (Section 42 of the Care Act) on behalf of the local authority e.g. Mental Health Trusts, Care Providers).

In response to a question relating to use of the MSP Outcomes Framework 2018 by the SAB, a slight majority of Calderdale respondents stated, 'to some extent', slightly ahead of people who responded, 'to a great extent'. Only one partner stated that they did not know. This is in contrast to the regional average where a slight majority stated, 'to a great extent' (49%) compared with 46% who said 'to some extent'.

The findings from the Calderdale respondents in the regional survey mostly reflect the views expressed at a SAB development day in November 2018. This focused on the extent to which SAB members considered MSP is being implemented locally. Comments on the day included:

'It is one of our main strategic objectives (in the strategy and business plan) but don't know the extent it happens' and 'The Board is engaged and committed [to MSP]. Great start but lots to do' showing SAB recognise the importance of MSP but there is less clarity about how the strategic principles are translated in the SAB's work and equates to the level 2 rating on the MSP Road Map.

This finding supports the higher ratings (level 9) of the regional work which indicate the belief that 'core' partner organisations are more likely to be advanced in implementing MSP than others.

In response to the question, to what extent has SAB made the shift to measuring how it is making a difference to people's lives? Participants said 'Almost there – membership' but went on to explain that this the beginning of a journey and provided examples 'Development and establishing P&Q subgroup, auditing – showing some results and evidence. SAR action plans developing. Governance, processes in place – need to be further tested' to illustrate this, whilst noting that much more work is required to involve service users directly in the work of SAB.

Following the development day, a time-limited task and finish group was established to develop an action plan to move the implementation of MSP by the CSAB forward. This proposed:

MSP Action Plan

Statement/Line of Enquiry	Assessment	How will we know we have succeeded?	Actions Required	By whom/when
Where does MSP fit into the CSAB strategy?	CSAB strategy includes statement about MSP. Business Plan reflects MSP as thread.	RIP MSP outcomes framework used to inform standards. Agreement about what 'good' looks like' (being proportionate and realistic).	CSAB discussion about MSP standards – what is expected? CSAB signs off strategy and business plan.	CSAB/July 19.
How well is MSP engaged with by the CSAB?	Clear outcomes for implementation of MSP; Progress of Engagement plan.	Lay member has place on SAB; Voice of Service user or service user group represented at SAB.	Development day which includes Practitioners and Managers to develop a shared understanding of MSP; Service user story presented at each CSAB meeting - toolkit developed/used to facilitate this; Personal stories added to website	CSAB secretariat/Oct 19.
To what extent has SAB made the shift to measuring how it is making a difference to people's lives?	AB members provide assurance that they are implementing MSP in their own organisation. Engagement plan will provide evidence of level of engagement	Membership of SAB will include service user representative.	Seek assurance that MSP is implemented across partner organisations; Continue to develop and implement programme of engagement.	CSAB secretariat/Jan 2020.

Statement/Line of Enquiry	Assessment	How will we know we have succeeded?	Actions Required	By whom/when
	by CSAB.			

Appendix 2

Engagement with Service Users, Families, Carers: What has CSAB achieved in 2018-2019?

- March 18 - Desktop Analysis of existing models of Service user engagement to help aid production of Action Plan in April 2018.
- April 18 – Contacted a variety of organisations within partnership to join Community Engagement Network.
- May 18 –
 - Eighteen members joined network consisting of a variety of organisations including care homes (JT SAR Rec 4.0).
 - Visits made to relevant events/existing groups to further engage with service users; including Cloverleaf Self-Advocacy and Together Housing Group.
 - Service user network provided feedback on what they wanted to know about safeguarding adults, and in what format. Easy read versions of information produced as a result.
- June 18 –
 - Safeguarding Week postcards inform the CSAB of what public need to know more of in relation to Safeguarding Adults.
 - Safeguarding Information produced for Safeguarding Week 2018 including posters and PowerPoint presentations.
 - Safeguarding Week Survey to identify what people want to know more about in relation to safeguarding. Information used to produce postcard and z-fold. Survey via postcard also identified who target audience is – i.e. who does not know about safeguarding.
- September 18 –
 - Visit to Bradford Safeguarding Voice subgroup in September 2018, who are an established engagement group for Bradford SAB, to view existing model in practice.
 - September 18 -Practitioners from network involved in CSAB development day, providing 'real life' example of MSP in practice including services perspective.
- December 18 -
 - Practitioners from network involved in CSAB Partnership Learning Event to provide an example of 'Accessibility'.
 - Service users from organisations within the network took part in large scale audit in relation to MCA.
- January 2019 - Identifying relevant information for members of the public and professionals to include on the CSAB Website e.g. Mental Capacity Act documents including easy read.

Appendix 3

- Calderdale Safeguarding Adults Board
 - Community Safety Partnership
 - Safeguarding Children Partnership
 - Health & Wellbeing Board
 - Domestic Abuse Strategic Group
 - Scrutiny Panels
 - CSAB Business Group
 - Learning & Improvement (Joint with children's partnership)
 - Performance and Quality Assurance
 - Safeguarding Adults Review
 - SAR Panels
 - Communicatoin's & Engagement
 - User Groups