

Cumbria Safeguarding Adults Board (CSAB)

Business Plan 2021/22

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

Goal <i>(What do we want to achieve)</i>	Initiative <i>(How will we achieve our goal)</i>	Metric <i>(How will we know we have achieved our goal)</i>	Lead/sub group	Timescale
1.1 We will provide information to improve and increase public awareness of what constitutes abuse or neglect	We will develop a public facing publicity campaign delivered through the use of non-digital communication channels to include; TV, radio, local press releases, Community, Voluntary and Faith Groups	<ul style="list-style-type: none"> Evaluation of all local coverage and dissemination of the publicity campaign Information is distributed widely through a variety of community links across Cumbria Measure the impact of publicity on public awareness of safeguarding through the use of a public survey 	C&E subgroup	August 2021 December 2021
	We will continue to utilise a variety of communication channels to improve awareness of the types of abuse and neglect	<ul style="list-style-type: none"> Analytics of communication channels (Twitter, CSAB website and news subscribers) will measure the impact of public awareness raising Safeguarding data analysis will evidence changes in the types of abuse and referrer 	C&E sub group P&QA sub group	December 2021
	We will disseminate preventative messages identified by themes and trends through the analysis of data and SAR referrals including where covid and lockdown has increased risk of abuse or neglect	<ul style="list-style-type: none"> Monitoring and analysis of safeguarding data to inform themed communication messages SAR referrals and data from partners will identify emerging themes to inform targeted preventative messages 	P&QA sub group SAR sub group C&E sub group	March 2022
	Increase public awareness raising through support of National Safeguarding Adults Week and national themes during November 2021	<ul style="list-style-type: none"> Campaign analytics for the week of awareness will monitor the use of website, social media, and news subscribers 	C&E sub group National SAB Managers Network	December 2021

Goal <i>(What do we want to achieve)</i>	Initiative <i>(How will we achieve our goal)</i>	Metric <i>(How will we know we have achieved our goal)</i>	Lead/sub group	Timescale
1.2 We will increase public awareness of how to report safeguarding concerns , making safeguarding everybody's business	We will develop publicity using the strapline "safeguarding is everybody's business" ensuring that people know how to report concerns as lockdown measures ease	<ul style="list-style-type: none"> Publicity materials signpost members of the public so they know how to report concerns Through analysis of data we will monitor the impact of publicity on the "source" of referral and any change to types of abuse or neglect Increased safeguarding referrals from members of the public, family members and neighbours Measure awareness through use of a public survey and identify appropriate actions/ improvement plan 	C&E sub group P&QA sub group C&E sub group	September 2021 December 2021 December 2021
	We will complete a review of the CSAB website to improve ease of access, retrieval of information and signposting	<ul style="list-style-type: none"> A Task & Finish Group complete a review of the website and launch with a refreshed design and content for ease of access with areas for staff and public information Access to the website can be measured through analytic reports and feedback gathered 	C&E Task & Finish Group	September 2021
1.3 Monitor and scrutinise our functions through the publication of our Annual Report	We will produce our 2020/21 Annual Report in line with statutory guidance reflecting how safeguarding continued to be business as usual during the pandemic	Our Annual Report is published detailing progress against our strategic objectives and shared with key partners as defined in statutory guidance.	Chair/Board Manager	December 2020

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

Goal <i>(What do we want to achieve)</i>	Initiative <i>(How will we achieve our goal)</i>	Metric <i>(How will we know we have achieved our goal)</i>	Lead/sub group	Timescale
2.1 We will continue to develop a person-centred response to safeguarding adults through Making Safeguarding Personal (MSP)	We will analyse feedback in relation to experiences to assess if desired outcomes have been achieved and consider service improvements across the partnership as required	<ul style="list-style-type: none"> Quarterly MSP data will be reviewed, and exceptions/changes analysed with appropriate actions agreed Partners provide regular assurance including how organisationally MSP is applied 	P&QA subgroup	March 2022
	We will review CSAB practitioner, public facing, and easy read Making Safeguarding Personal guides in line with national LGA/ADASS toolkits	<ul style="list-style-type: none"> Refreshed tools and guides are published and hosted on the CSAB website 	Policy & Guidance Task & Finish Group	September 2021
	We will seek assurance that partners promote ownership of MSP across organisations in line with national guidance	<ul style="list-style-type: none"> Statutory partners provide assurance in line with ADASS/LGA guides "what good might look like" 	P&QA sub group	March 2022
2.2 We will listen to the voice of adults who have experienced abuse or neglect and will facilitate sharing user experience to inform our improvement and practice	We will develop a mechanism to gather a sample of experiential feedback from individuals with care and support needs who have been through the safeguarding journey	<ul style="list-style-type: none"> A sample of adults will be supported to provide qualitative experiential feedback through the Safeguarding Adults Service and Advocacy 	C&E subgroup	March 2022
	We will facilitate sharing user experience through practitioners, advocates, case studies and other methods to ensure the voice of the adult is heard	<ul style="list-style-type: none"> Case studies and good practice examples are shared 	C&E sub group L&D sub group	March 2022

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

Goal <i>(What do we want to achieve)</i>	Initiative <i>(How will we achieve our goal)</i>	Metric <i>(How will we know we have achieved our goal)</i>	Lead/sub group	Timescale
3.1 CSAB will support the recovery agenda to ensure safeguarding adults at risk remains a priority in Cumbria	We will link with the Local Resilience Forum (LRF) and work in partnership with Strategic Boards to strengthen the recovery journey in Cumbria ensuring "People" feel "safe"	<ul style="list-style-type: none"> CSAB contribute to the Recovery Strategy consultation process identifying relevant areas where CSAB can add value CSAB activity and communications will focus on the theme "People" of Cumbria from the recovery strategy CSAB public survey to measure public awareness of safeguarding will include "how safe do people feel" as a recovery measure CSAB will seek assurance from the LRF on the measures relating to; wellbeing, isolation and feeling safe all which impact on safeguarding 	Chair & Business Manager	April 2021 September 2021 December 2021 March 2022
	CSAB will continue to review the wider impact of the pandemic on society, partner agencies and safeguarding adults at risk of abuse or neglect	<ul style="list-style-type: none"> Monitor the impact of covid on adults at risk of abuse or neglect and agree appropriate actions (e.g. Mental Health, Suicides, Self Neglect, Domestic Abuse, Homelessness) Receive assurance and exceptions from partner agencies regarding business continuity and impact on safeguarding issues Respond to emerging themes and trends adapting CSAB priorities 	P&QA sub group Business Group	March 2022 March 2022
	We will ensure there is clarity on the role of the SAB in supporting recovery both locally and nationally ensuring it is a golden thread during 21/22	<ul style="list-style-type: none"> There is clear leadership from the SAB in relation to roles and responsibilities and communication channels in place to inform "recovery" across strategic partnerships CSAB contribute to the national recovery plan for SABs based on the C19 Foresight Group report 9 identified areas for recovery 	Chair & Business Manager	September 2021

Goal <i>(What do we want to achieve)</i>	Initiative <i>(How will we achieve our goal)</i>	Metric <i>(How will we know we have achieved our goal)</i>	Lead/sub group	Timescale
3.2 Board members understand their role, partners role and the SAB role in the prevention of abuse or neglect	We will facilitate an annual development session with partners to provide an opportunity for learning, self-assessment, and strategic planning	<ul style="list-style-type: none"> Self-assessment informs strategic planning process Organisational learning and priorities inform shared strategic planning for 2022-2025 	Business Group Chair & Business Manager	December 2022
	CSAB Chair and Board Manager will maintain links to national and regional safeguarding networks and inform developmental projects	<ul style="list-style-type: none"> CSAB receive regular updates in respect of national and regional developments relating to the SAB Learning from other SABs is adopted in Cumbria 	SAB Chair & Manager	March 2022
3.3 There will be appropriate membership and representation at CSAB and sub groups to support the work of the Board	We will ensure that we engage with all relevant organisations involved in safeguarding adults and that through the membership there is a commitment to attendance and ownership of actions from meetings	<ul style="list-style-type: none"> Representation from Provider and 3rd sector is recruited to the Board Sub-group attendance is monitored on an ongoing basis Terms of reference are reviewed, and membership updated Records will monitor attendance escalating issues to CSAB executive member as required 	Chair and Board Manager	December 2021
3.4 Improve synergy and collaborative working with wider strategic partnerships in Cumbria	We will establish mechanisms to ensure there is collaboration in relation to cross cutting issues to encourage sharing of priorities and reduced duplication	<ul style="list-style-type: none"> Memorandum of Understanding for Cumbria Strategic Boards Receive update reports and plans from other Strategic Boards/Partnerships annually or as required Strategic Partnership Chair's & Business Managers meet at least quarterly There is a shared ownership of recovery and joined up working across key areas 	Cumbria County Council Chair/ Business Manager	September 2022 March 2022

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

Goal <i>(What do we want to achieve)</i>	Initiative <i>(How will we achieve our goal)</i>	Metric <i>(How will we know we have achieved our goal)</i>	Lead/sub group	Timescale
4.1 CSAB members understand operational safeguarding across the partnership and identify learning and opportunities to improve partnership working in respect of safeguarding	We will seek assurance from partners in relation to operational safeguarding arrangements based on a signs of safety methodology to promote sharing of information and opportunities for collaboration	<ul style="list-style-type: none"> • P&QA receive an annual assurance presentation from all partners in respect of safeguarding arrangements, current and future priorities • Presentations provide the opportunity to identify issues and improve partnership working • Risks and issues are escalated by exception to CSAB through highlight reports from sub group Chair 	P&QA sub-group	March 2022
4.2 To measure CSAB performance against statutory guidance and inform self-assessment for future strategic planning	We will complete a self-assessment of CSAB adopting the statutory guidance to; identify risks, inform improvements and future planning	<ul style="list-style-type: none"> • Analysis of statutory guidance will inform the measures for self-assessment of CSAB arrangements • Improvement plan developed and implemented • Improvement plan will inform strategic planning process for 2022-2025 	Business Group	December 2021
4.3 We will seek assurance there is a comprehensive understanding and appropriate application of the Mental Capacity Act	We will develop an audit tool to seek assurance from partner agencies that there is a robust training programme in place for staff in relation to MCA in line with the National Competency Framework	<ul style="list-style-type: none"> • L&D Task & Finish Group develop an audit tool for dissemination and completion by partners reporting to L&D sub group with exceptions to CSAB 	L&D Task & Finish Group	September 2021
	Through a multi-agency case file audit, we will seek assurance on the application of MCA and principles in practice	<ul style="list-style-type: none"> • P&QA Task & Finish Group develop a multi-agency case file audit tool to quality check the application of MCA and principles 	P&QA Task & Finish Group	December 2021
	Through audit processes quality check Best Interest decisions and recording ensuring the statutory checklist is applied	<ul style="list-style-type: none"> • P&QA Task & Finish Group develop a quality check for Best Interest decision, recording and actions against statutory checklist • Improvements identified and reported to P&QA escalated to CSAB as required 	P&QA Task & Finish Group	December 2021

Goal <i>(What do we want to achieve)</i>	Initiative <i>(How will we achieve our goal)</i>	Metric <i>(How will we know we have achieved our goal)</i>	Lead/sub group	Timescale
	We will seek assurance regarding planning across the partnership in relation to implementation of LPS	<ul style="list-style-type: none"> Assurance report to CSAB 	Cumbria County Council	October 2021
4.4 We will seek assurance that partners implement recommendations and learning identified in Safeguarding Adult Reviews	We will ensure that SAR Action Plans are SMART and that there is a process for check and challenge with partner agencies to ensure learning is implemented	<ul style="list-style-type: none"> SAR action plans and responses to recommendations are supported by evidence from partner agencies Assurances and updates are provided to CSAB 	SAR sub group	December 2022
	We will explore methods to share relevant learning from a range of organisational reviews and consider how thematic learning can be disseminated	<ul style="list-style-type: none"> Cumbria SAR's are hosted on national SAR library Local thematic learning from reviews is considered and shared as appropriate 	SAR sub group L&D sub group	March 2022

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

Goal <i>(What do we want to achieve)</i>	Initiative <i>(How will we achieve our goal)</i>	Metric <i>(How will we know we have achieved our goal)</i>	Lead/sub group	Timescale
5.1 Promote a culture of continuous learning and improvement across the safeguarding partnership	We will develop a virtual model to disseminate learning from all published Safeguarding Adults Reviews (SARs)	<ul style="list-style-type: none"> Virtual methods are developed and implemented to deliver SAR learning widely Learning is shared and embedded across the partnership and wider agencies 	Chair & Board Manager SAR sub group C&E sub group	July 2021
	We will promote and share learning from other organisational processes including thematic learning emerging from SAR referrals	<ul style="list-style-type: none"> National SAR learning will be reviewed for local assurance where appropriate and shared Emerging trends and themes from local SAR referrals inform communications and briefings 	L&D subgroup	March 2022

Goal <i>(What do we want to achieve)</i>	Initiative <i>(How will we achieve our goal)</i>	Metric <i>(How will we know we have achieved our goal)</i>	Lead/sub group	Timescale
5.1 Promote a culture of continuous learning and improvement across the safeguarding partnership	We will review the current Learning & Development Strategy considering changes to working practices and communication methods as a direct result of the pandemic and new ways of working	<ul style="list-style-type: none"> • A new L&D strategy is published which reflects new virtual methods for delivery and the CSAB offer • A pool of facilitators will be established and provided with the necessary skills-based training to facilitate CSAB learning sessions • Opportunities are identified to share training sessions on a reciprocal basis across the partnership where relevant • Access to relevant e-learning through My Learning is promoted and access/use evaluated 	L&D subgroup	September 2021
	We will adopt a continuous learning culture through sharing, case studies, resources, good practice examples and signposting across the partnership	<ul style="list-style-type: none"> • Case studies are shared and promoted where appropriate to share good practice standards across the partnership as another learning tool • A “learning zone” for staff across the partnership is developed and hosted on the refreshed CSAB website 	L&D subgroup	March 2022
	We will seek assurance from across the partnership in relation to delivery of Safeguarding and MCA training for staff groups and compliance	<ul style="list-style-type: none"> • A Task & Finish Group develop an audit tool based on scoping for wide dissemination and completion by partners reporting to L&D sub group with exceptions to CSAB • Partners evidence training standards against National Safeguarding and MCA Framework Tools for staff groups and competency requirements including compliance and KPI's 	L&D Task & Finish Group	September 2021

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5.2 Listen to and respond to the needs of our workforce	We will seek the views and feedback from staff across the partnership in respect of CSAB, safeguarding and measure improvements from 2018 survey and action plan	<ul style="list-style-type: none"> • 2018 survey action plan is used to identify areas to measure for improvement in staff survey • 2021 survey is widely disseminated to staff across the partnership and responses analysed • An action plan is developed and shared with sub-groups • "You said we did" communications published 	C&E sub-group	December 2021
5.3 CSAB will have effective multi-agency policy and guidance in place	We will continue through the Task & Finish Group to review and develop multi-agency policy, procedures, and guidance in line with relevant legislation	<ul style="list-style-type: none"> • Updated multi-agency guidance will be available for staff and professionals • There is an inventory of all CSAB guidance subject to development with timescales for review • CSAB guidance is promoted through learning sessions and briefings as appropriate 	Task & Finish Group L&D sub-group	December 2021
5.4 CSAB will adopt learning from other SABs and national reviews to improve as a partnership ensuring we meet statutory requirements	CSAB will review the sector led improvements identified through national analysis of SARs and sector led improvements the report identifies	<ul style="list-style-type: none"> • CSAB have a robust action plan to deliver the sector led improvements • SAR sub group review SAR guidance, referral, and processes • CSAB link in to the national learning for SABs • CSAB link in to the SCIE review of SAR Quality Markers 	Chair & Business Manager	December 2022
	The decision-making process for SAR referrals is evidence based robust and defensible and all decisions are made in a timely manner	<ul style="list-style-type: none"> • SAR sub group members apply the legal framework and provide clear rationale for decision making using a decision-making tool • Minutes of SAR sub group meetings and decisions provide clear rationale for decisions including the abuse or neglect • Legal advice is accessed as required 	SAR sub group	May 2022