

Merseyside Safeguarding Adults Board

(Knowsley, Liverpool, Sefton and Wirral)

Annual Report 2018-2019



**SAFEGUARDING IS EVERYBODY'S
BUSINESS**

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Content

One of the most important roles in the community is ensuring adults are safe from abuse, exploitation and harm. That is why as part of the 'The Care Act 2014' all Local Authorities were required to establish a Safeguarding Adults Board (SAB) for their area, to ensure that people who have health and support needs are protected.

The Board operates at a senior level with membership across a wide range of partners and has a statutory responsibility to monitor and evaluate what is done by partner agencies, individually and collectively, to safeguard and promote the welfare of everyone in the areas covered by the Board.

In 2017 Knowsley, Liverpool, Sefton and Wirral areas moved from having individual Safeguarding Boards to one combined Board for all 4 areas, which is now known as the Merseyside Safeguarding Adults Board. All partners agreed that by combining and working across the wider area better use could be made of resources and that a greater impact could be made for local people in raising quality in all services across the area. Two years in the Board has agreed to look at how it works and see how it can increase its effectiveness and reflect on what is the best way of working and will be taking part in a peer review later in the coming year.

This report is the second annual report of the Board and highlights its work, its members and the sub groups who do most of the work on behalf of the Board. Members are committed to being part of a Board which is in touch with the real issues that affect people who use services and also frontline staff in all agencies, and we are attempting to embed peoples life experiences in all we do in the future to enable people to be able to live their lives free from fear and harm. Members are committed to regular visits to services and to voluntary groups and to hearing the voices of people who use services and this has been and continues to be the way we will work. The most important part of the work of the Board is to learn lessons from serious case reviews, details of which are described in the report. We need to ensure the learning is taken forward into all areas to prevent such incidents from happening again. This will be our top priority for the coming year.

Once again I would like to thank all those people and groups who have presented and shared their experiences with the Board, especially to the individuals and staff who are taking part in the Voices project which is so crucial to the Boards work in the future. Thank you also to the sub groups chairs and members and to all partners who are fully committed to the work of the Board. And a huge thanks on behalf of all members to the Board Business Unit team who do so much behind the scenes to enable us to do our work.



Foreword by the Chair



The Merseyside Safeguarding Adults Board

About Merseyside Safeguarding Adults Board

Safeguarding agencies across Knowsley, Liverpool, Sefton and Wirral are working together to ensure that adults are able to live in safety and free from abuse and neglect. In April 2017 the former Safeguarding Adults Boards in these areas joined together to form the Merseyside Safeguarding Adults Board (MSAB) to work together to achieve more effective and personalised safeguarding.

This combined board has been established for two years and has built on the work of the previous Safeguarding Adults Boards and the valued contributions of partner agencies.

Using the experiences and advice of our communities together with the expertise of its members, the Board leads adult safeguarding arrangements, overseeing and coordinating the effectiveness of the safeguarding work of its partner agencies.

The purpose of the Merseyside Safeguarding Adults Board is to work in partnership to safeguard adults in Knowsley, Liverpool, Sefton and Wirral; who are experiencing, or at risk of abuse or neglect. It is committed to effective communication between communities, professionals and partners in developing effective safeguarding for those at risk.

The core duties of the Board are set out in Chapter 14 of the Care Act Statutory Guidance issued under S78 of the Care Act 2014 which requires the Board to:

- Publish a Strategic Plan for each financial year detailing how it will meet its main objectives and what members will do to achieve this
- Publish an Annual Report detailing what the Board has done during the year
- Arrange Safeguarding Adults Reviews in accordance with Section 44 of the Care Act 2014



About the board

Membership

The following statutory organisations are represented on the MSAB:

Knowsley Borough Council

Liverpool City Council

Sefton Borough Council

Wirral Health & Care

(Wirral Council & NHS Clinical Commissioning Group)

Merseyside Police

NHS Knowsley Clinical Commissioning Group

NHS Liverpool Clinical Commissioning Group

NHS South Sefton Clinical Commissioning Group

NHS Southport and Formby Clinical Commissioning Group

The non-statutory organisations include:

Merseyside Fire and Rescue Service

Healthwatch

Sefton CVS

Merseyside Community Rehabilitation Company

National Probation Service

HM Prisons

NWAS

Elected members for each constituent local authorities also sit on the board as observers

Terms of Reference

The board meets on a quarterly basis and has two development sessions a year . In order to be quorate the board must include no less than two of the statutory partners and no less than 75% of the agreed membership.

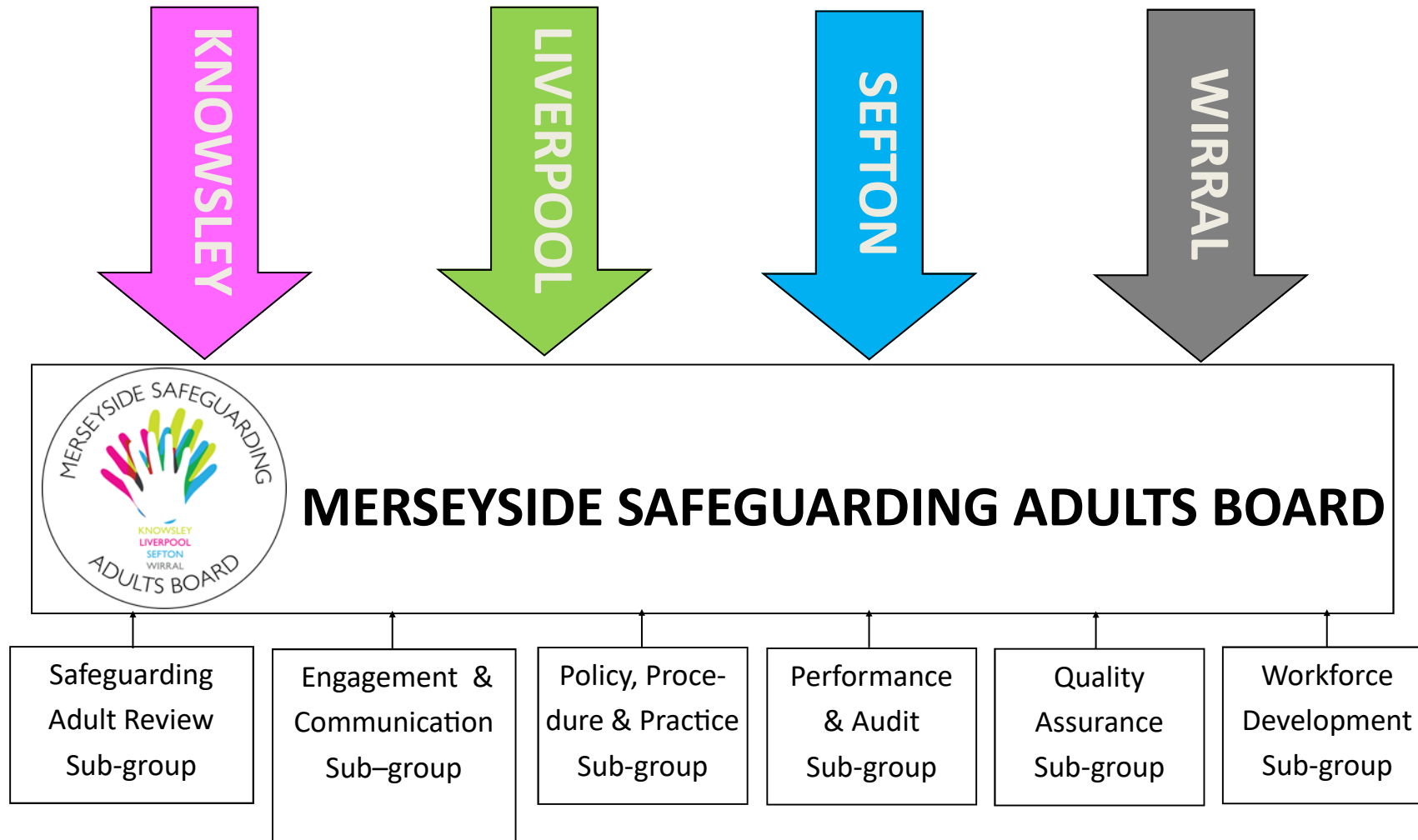


About the board

The Board has agreed a number of sub groups to take forward various work streams

The subgroups of the MSAB are as follows:

- | | |
|---|---|
| 1. Safeguarding Adults Review Sub Group | 2. Engagement and Communication Sub Group |
| 3. Policy, Procedure and Practice Sub Group | 4. Performance and Audit Sub Group |
| 5. Quality Assurance Sub Group | 6. Work Force Development Sub Group |



About the board



The Voices Project

This 12 month project was commissioned by Merseyside Safeguarding Adults Board (MSAB) in collaboration with the Healthwatch teams in each of the Board's four areas: Knowsley, Liverpool, Sefton and Wirral. Its aims were threefold:

1. To capture the voices of front line staff, community members and service users in relation to their knowledge, understanding and lived experiences of safeguarding;
2. To organise, deliver and evaluate a community engagement event;
3. To utilise the project findings and resulting recommendations to inform the work of MSAB and its Sub Groups.

Project activities included:

- Engagement with a wide range of established voluntary and community services and user/carer groups across Sefton, Knowsley, Wirral and Liverpool.
- Focus group interviews/discussions with 'front-line' staff were facilitated in each of the four areas and involved people working in statutory, non-statutory and community/voluntary services:
- A wide-ranging series of shadowing/observation exercises were undertaken with the Safeguarding and/or Social Care Teams of all four Local Authorities.
- A schedule of loosely structured telephone conversations with samples of people and/or their advocates/family members who had experienced a Section 42 Safeguarding Enquiry within the previous 6-9 months.



What People have told us

Analysis of the voices...

Analysis of the focus group data revealed common critical perspectives around a number of central, over-arching themes i.e. connectivity, communication, contestability, collaboration – each of these has been addressed within the project recommendations..

Analysis of telephone interview data: What ‘good’ looks and feels like.

- Adopting a “human touch” - evidenced by the conveyance of compassion, patience, understanding and a willingness to be flexible;
- Experiencing clarity, transparency (“honesty”), the facilitation of understanding and active involvement/consultation at each stage of the enquiry process;
- Joined-up agency working (particularly at the assessment stage or initial stages of the enquiry when people are being asked to recount their issue/s and determine their priorities);
- Consistency of approach (irrespective of allocated practitioner); this was particularly apparent in two instances; one in a hospital setting and one in relation to the hand over of ongoing social care support for somebody who was self-neglecting/hoarding;
- Effective collaboration between, for example, day services and family members in relation to the management of service user behaviour - the examples cited by interviewees demonstrated a willingness to learn and co-operate on both sides; the adoption of a ‘softly, softly’ approach to engagement with people who are experiencing complex issues and an understanding that ‘engagement’ needs to proceed at a “negotiated pace”;
- Demonstrating a willingness to look for alternatives as opposed to merely repeating previous actions that did not result in the desired outcomes;
- A graduated (as opposed to an abrupt) withdrawal at the end of the enquiry. This was particularly notable in experiences that involved an enquiry process that was (for legitimate reasons) protracted in nature;
- Demonstrable, empathic engagement with the wider contextual issues impacting on an often complex situation. This issue was raised on a number of occasions and mostly in relation to the provision of home care packages as opposed to a care home facility;
- Sustainable improvement/reduction of the risk of future recurrence of similar issues via the encouragement of knowledge/skills acquisition during the enquiry process “there are many ways to solve a problem – don’t just fix it, let’s learn from it”;
- In similar vein: going beyond the resolution of the issue to incorporate preventative actions;



What People have told us

The Voices event...

In order to drive the form and content of the engagement event, a series of repeat discussions/interviews were held with a number of individuals and groups in order to capture the 'voices' of a wide range of stakeholders. The information gathered during these conversations was then used to create a series of 4-500 word 'scripts' which were refined and amended until the participants were satisfied with the representativeness and accuracy of their indicative 'voice'.



"You are about to hear the voices of a FEW but...

....they speak on behalf of MANY and....

...will resonate with MANY, MANY more."



Because of the success of both the project and the event, we decided to record eight of the voices and ensure wide accessibility to the film for training, development and/or general interest purposes. These are free to use and can be found at;

<https://www.merseysidesafeguardingadultsboard.co.uk/safeguarding-voices/>



What People have told us

The Voices Recommendations.....

- The assimilation of post-experience telephone interviews within the practices of all agencies and that the outcomes of such are incorporated into statutory reporting functions.
- The establishment of an annual 'Safeguarding Voices' event that is, in part, 'themed' around priority issues and is co-produced with service users/community members;
- The development of a community engagement/involvement strategy/plan that reflects both the approach and outcomes of the Safeguarding Voices event.
- The development of a series of quarterly, cross-sector 'Safeguarding Surgeries' in each of the four areas.
- The design and delivery of a Regional Safeguarding Conference in 2020.
- The design and implementation of a quarterly series of 'Spotlight On...' assurance activities where all of the Board area-specific agencies are given the collective opportunity (in turn) to focus on a number of practice and performance issues emerging from this project

To request a copy of the full project report please email: merseysidesab1@wirral.gov.uk

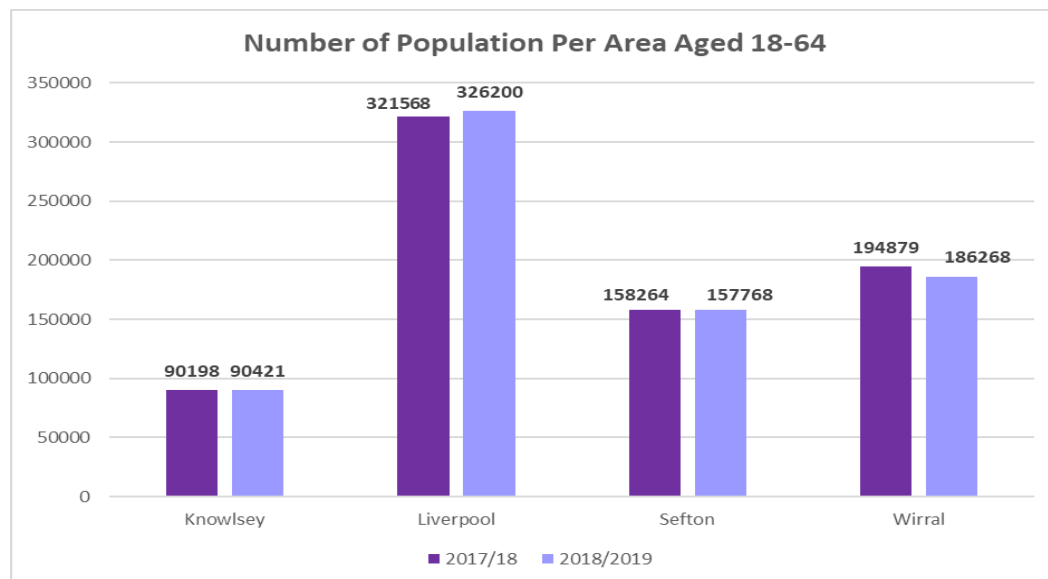


What People have told us

Demographics



Safeguarding Data



The total population of the Merseyside footprint for adults in 2017/18 was **983970** and for 2018/19 is **989788**, this is an increase of **5818**

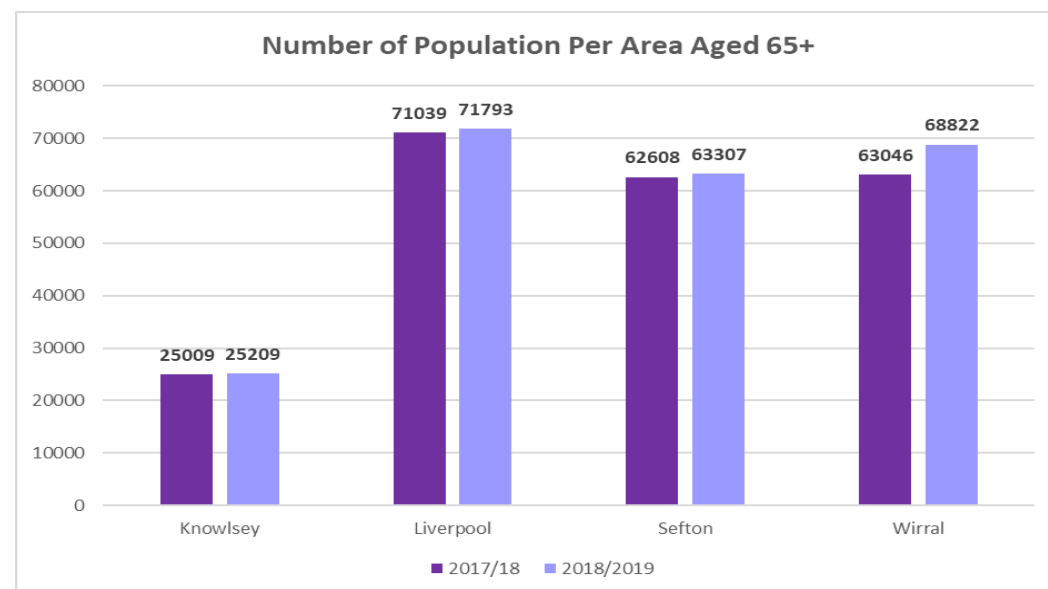
The current adult population across the geographical areas of Knowlsey, Liverpool, Sefton and Wirral when broken down for 2018/19 is as follows:

Knowlsey is **115,630**

Liverpool is **397,993**

Sefton is **221,075**

Wirral is **255,090**



Data Collection Headings



The Performance and Audit sub group of the Board have streamlined the current adult social care dataset to include core indicators which are presented on a quarterly basis.

This information comes from The North West Performance Leads - quarterly benchmarking Data- reported to Safeguarding Adults Collection (SAC). Nb. Liverpool and Wirral acknowledged slight changes within their data since publication.

The four councils also provide narrative to explain the data.

Although the North West Performance leads provide **42** datasets covering safeguarding, this is broken down into **5** headings and the following pages cover the areas that the Performance sub group discuss. The sub group focuses on the following headings with a number of sub headings sitting underneath:

Safeguarding Demand numbers

Safeguarding By Allegation Type %

Location %

Action and responses%

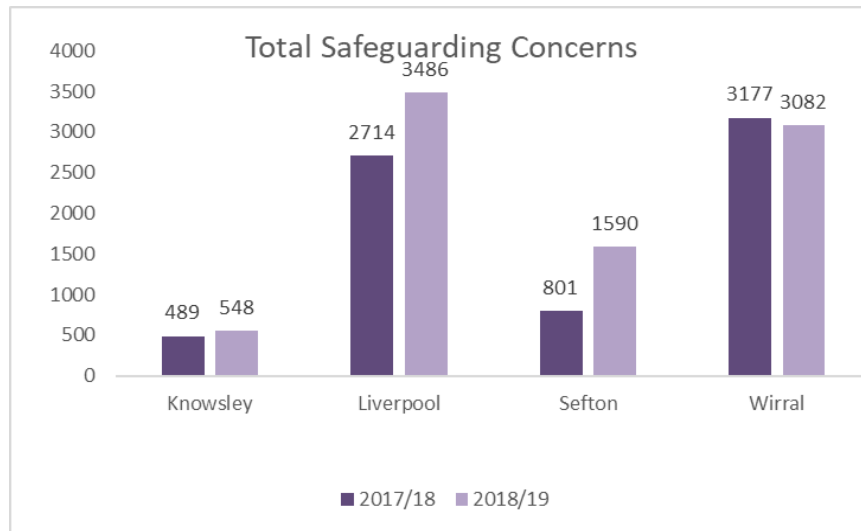
Personalisation %

Safeguarding Data

Safeguarding Demand Data 1st April 2017—31st March 2018 & 1st April 2018—31st March 2019



Safeguarding Data



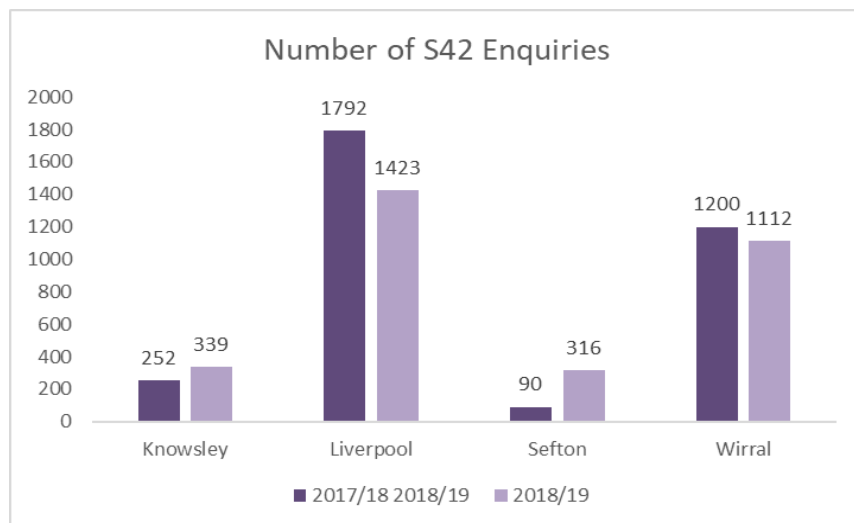
The board has worked closely with the four councils in order to better understand both the fluctuations in initial contacts and the number of contacts that become an enquiry known as a Section 42.

A Section 42 enquiry means that a social worker will be appointed to support the person. As the graph shows there has been an increase in the number of initial contacts. This indicates a broader use of safe-guarding reporting avenues, in particular the number of concerns raised by organisations who provide services.

This means that they are ensuring that when concerns are raised, they are contacting social care. When comparing the figure of contacts to those that become a Section 42 a large number of contacts are offered advice and guidance and then closed to social care.

The four councils are working closely together with the board and are in the process of creating a single electronic referral form so all agencies who have safeguarding concerns can complete the form.

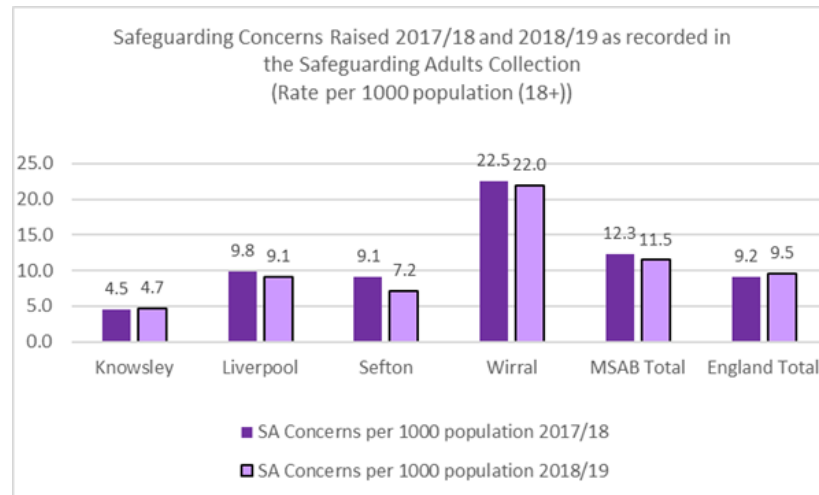
This will also help ensure that the best service is offered at the earliest opportunity.



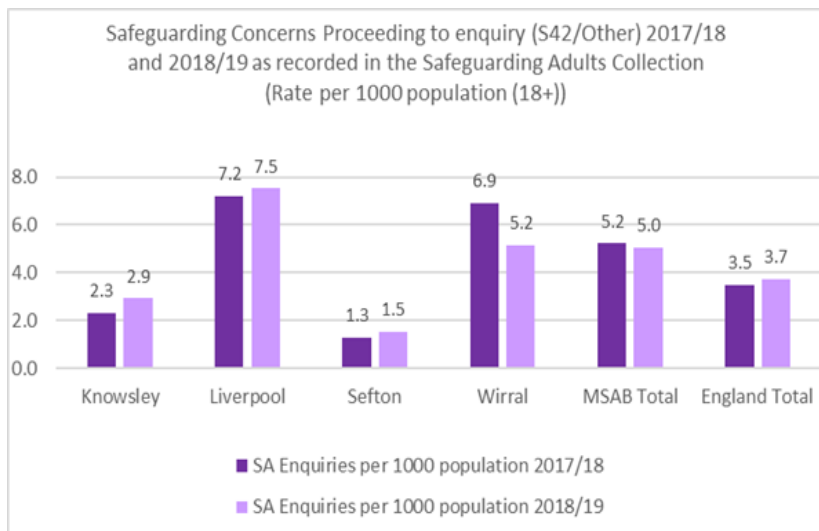
Safeguarding Demand Data 1st April 2017—31st March 2018 & 1st April 2018—31st March 2019 Rate per 1000 population



Safeguarding Data



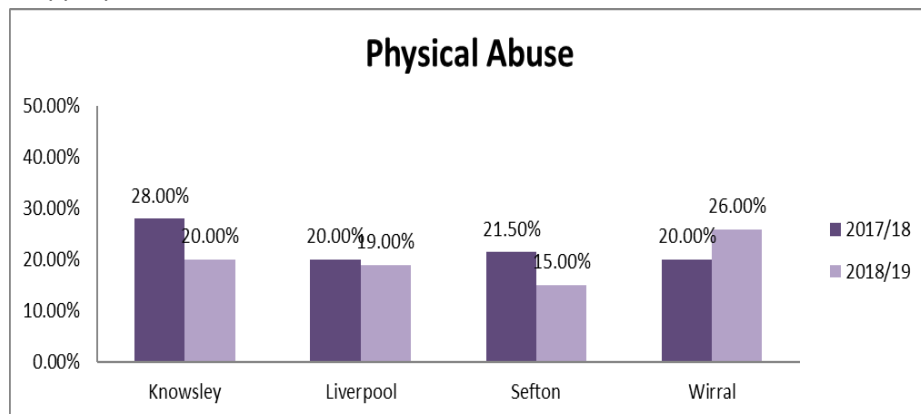
As you can see from the graphs to the left, when looking at the safeguarding rates raised by rate per 10000 Wirral's is significantly higher. This is due to their current processes when people raise concerns and is something that they are currently revising. Some of the other areas have a triage system in place but Wirral currently do not.



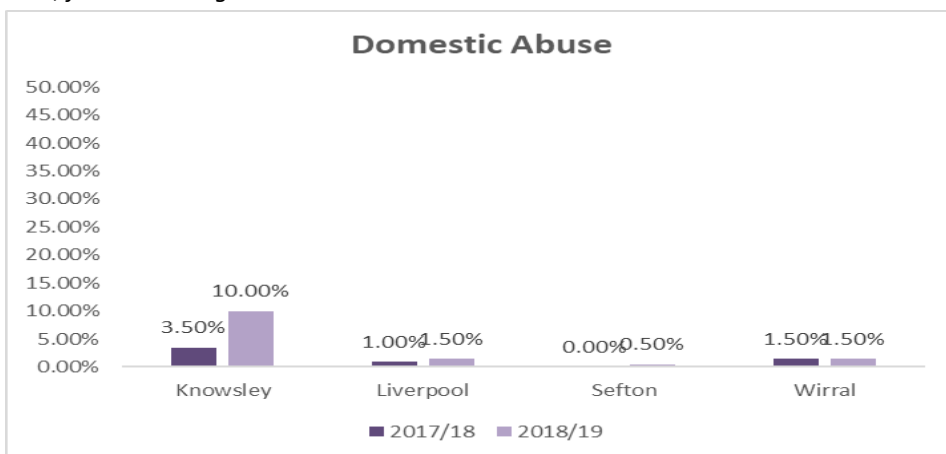
However, when looking at the rates of cases that proceed to a safeguarding enquiry we can see that the figures show similarities, with a range of 1.3% at the lowest (Sefton) and 7.5% at the highest (Liverpool).

Safeguarding by Allegations Type 1st April 2017—31st March 2018 & 1st April 2018—31st March 2019

includes hitting, slapping, pushing, kicking, misuse of medication, restraint or inappropriate sanctions



An incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse by someone who is or has been an intimate partner or family member regardless of gender or sexuality. It can include: psychological, physical, sexual, financial, emotional abuse; 'honour' based violence; Female Genital Mutilation; forced marriage.



The board have been working closely with all partners in relation to domestic abuse and the complexities of this issue. The board has facilitated several workshops during 2018 as it was recognised that when domestic abuse includes aspects such as physical abuse and certain other abuse areas the figures change. There has also been other public and social work awareness and knowledge in relation to all aspects of this category due to various recognised campaigns such as, public health and a development in working relationship with Domestic Abuse providers, multi-agency learning events re DA & coercive and controlling behaviour.

This is one of the reasons why the percentage of people who are being physically abused has reduced across Merseyside as it has been recognised that some of the victims have been in a domestic abuse situation. In the majority of reported cases the victim and perpetrator are known to each other with the most common scenario being service user on service user incident within a residential care setting.



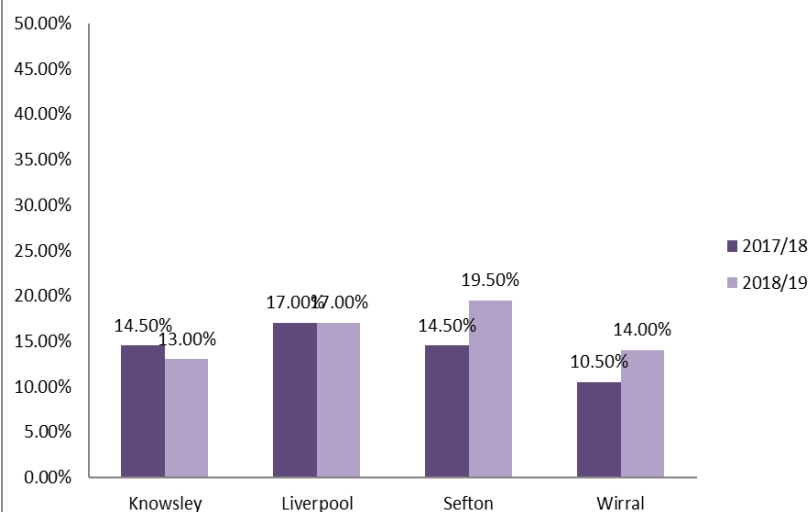
Safeguarding Data

Safeguarding by Allegations Type 1st April 2017—31st March 2018 & 1st April 2018—31st March 2019



Safeguarding Data

Financial or Material Abuse



Includes theft, fraud, exploitation, pressure in connection with wills, property or inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.

Financial or material abuse is a complex issue and this has been recognised with an increase across Merseyside due to more publicity. This is also reflected nationally. It is recognised that neglect may enable or facilitate opportunistic abuse. There has been a campaign to raise awareness of the different forms of financial abuse by Sefton Trading Standards and partners. Financial or material abuse can occur in isolation, but research has shown where there are other forms of abuse, there is likely to be financial abuse occurring. Although this is not always the case, everyone should be aware of this possibility. Potential indicators of financial abuse include:

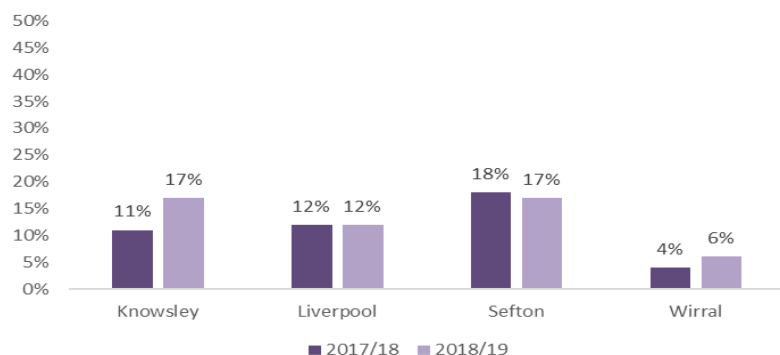
- Change in living conditions
- Lack of heating, clothing or food
- Inability to pay bills/unexplained shortage of money
- Unexplained withdrawals from an account
- Unexplained loss/misplacement of financial documents
- The recent addition of authorised signers on a client's or donors signature card
- Sudden or unexpected changes in a Will or other financial documents.

Safeguarding by Allegations Type 1st April 2017—31st March 2018 & 1st April 2018—31st March 2019



Safeguarding Data

Psychological Abuse



Includes emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation or withdrawal from services or supportive networks.

Psychological abuse, also known as emotional abuse is a relatively new concept in terms of safeguarding and although this area could sit within domestic abuse the Performance sub group feels that this area merits scrutiny. As an abuse area it remains fairly consistent across Merseyside

Neglect and Acts of Omission



Includes ignoring medical or physical care needs, failure to provide access to appropriate health, social care or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating.

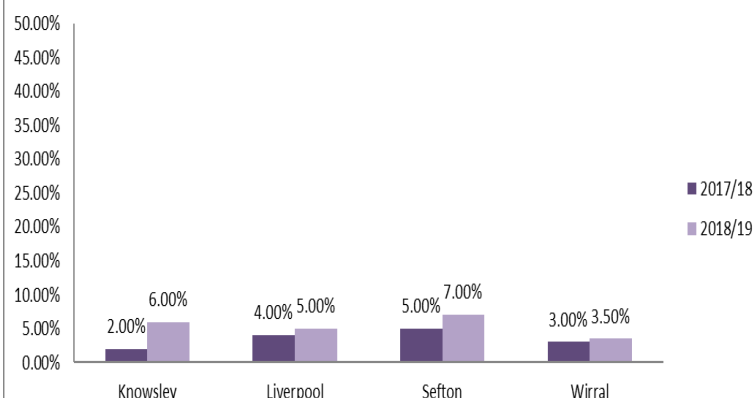
In 2017 the MSAB commissioned Liverpool University to run several workshops in relation to neglect as this was recognised as a significant issue across the Merseyside footprint. This is also reflected nationally. The MSAB, working with the university published tools and guidance to support practitioners to, not only, recognise neglect early but to also support the practitioners supporting the public with this issue. As can be seen within the figures the levels of neglect cases coming into social care has reduced across Merseyside. It has also been acknowledged within the data that in the majority of cases alleged perpetrators were known to the individual. Although the MSAB recognise the decrease of cases, neglect and acts of omission still remains the most recognised and significant safeguarding allegation type.

Safeguarding by Allegations Type 1st April 2017—31st March 2018 & 1st April 2018—31st March 2019



Safeguarding Data

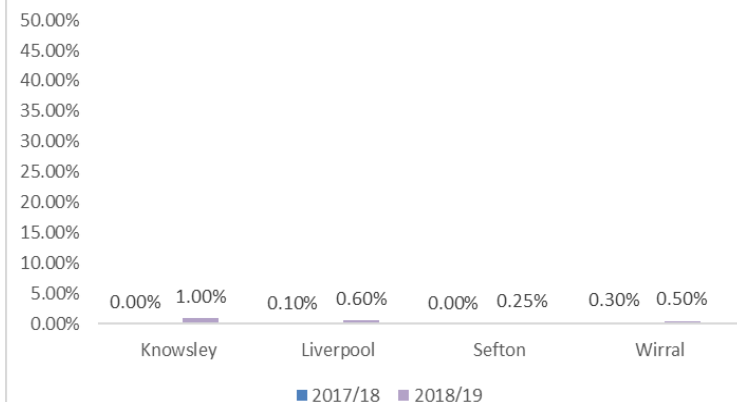
Sexual Abuse



Includes rape and sexual assault, sexual acts to which the adult has not consented, could not consent or was pressured into consenting.

As the graph shows; the reporting of sexual abuse has increased across Mersey-side. This increase in reporting may indicate that services and aftercare have in-stilled greater confidence in victims empowering them to report these incidents. In the majority of cases the alleged perpetrators were known to the individual and most incidents took place within the victims own home.

Sexual Exploitation



The sexual exploitation of adults is a form of sexual abuse. It occurs where an individual or group takes advantage of an imbalance of power to coerce, manipulate or deceive an adult at risk into sexual activity (a) in exchange for something the adult at risk needs or wants, and/or (b) for the financial advantage or increased status of the perpetrator or facilitator. The adult at risk may have been sexually exploited even if the sexual activity appears consensual. Sexual exploitation does not always involve physical contact; it can also occur through the use of technology.

Identification of sexual exploitation is a developing area and it is understood that it is a hidden problem across the county. It is vital that there is a clear distinction between sexual abuse and sexual exploitation although it is also acknowledged that sexual exploitation is still sexual abuse. The MSAB is aware that categorisation guidance is to be re-issued to staff within Merseyside.

Safeguarding by Location Type 1st April 2017—31st March 2018 & 1st April 2018—31st March 2019



Safeguarding Data

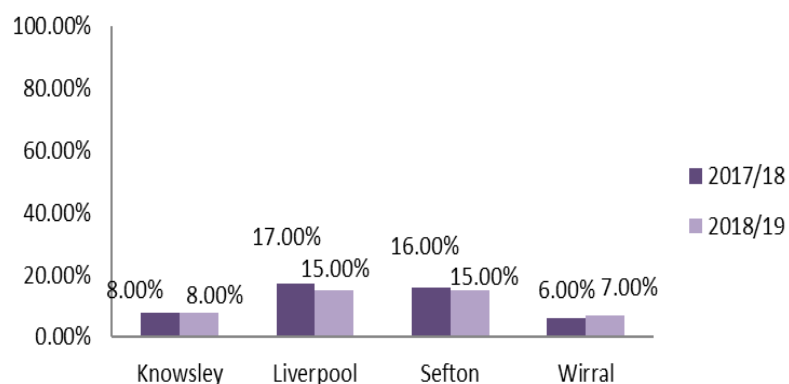
Own Home



The residence where the adult at risk usually lives. Includes property owned by the individual, family or friends. Can include rented or supported accommodation.

The figures within this category fluctuate across the four LAs within Merseyside and from 2017/18 to 2018/19. One of the reasons for this is in relation to how this area of 'own home' has been categorised and some internal changes. For example, within Sefton there has been an increase of 20%, this is because concerns raised by carers who are employed to visit people within their own home are included within this category. The increase could be reflective of pressure placed on domiciliary care providers in delivering of quality service and is being addressed by Sefton

Care Home - Nursing



The residence where the adult at risk usually lives. Includes property owned by the individual, family or friends. Can include rented or supported accommodation.

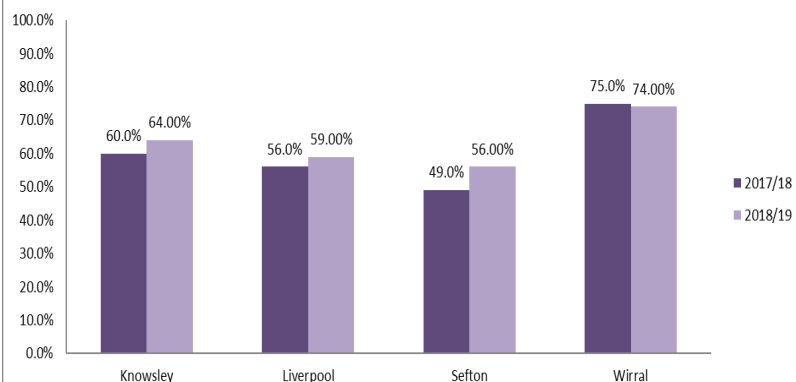
During the past twelve months there has been a significant programme of support for care and nursing homes. This has included areas such as leadership programmes for care home managers, link social workers for homes and learning activities at the care and nursing home provider forum. Merseyside are now seeing increases in homes rated good by CQC and improved quality care.

Actions and Responses 1st April 2017—31st March 2018 & 1st April 2018—31st March 2019



Safeguarding Data

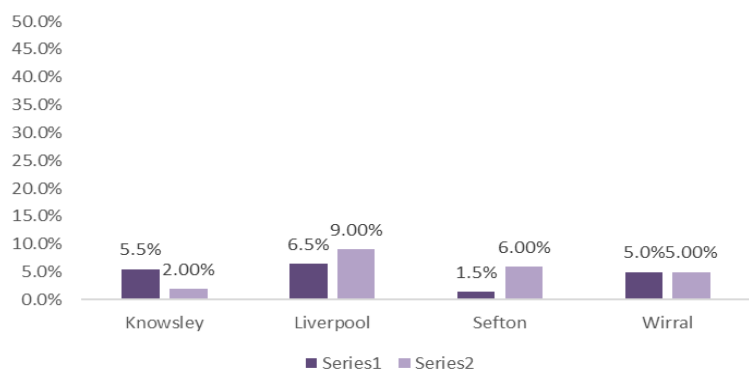
Risk identified and Action taken



Evidence is found of, or potential for, abuse or neglect which could possibly cause harm to the vulnerable adult.

It has been recognised across Merseyside that there has been a slight increase of risks being identified. This means that organisations are seeing that something is a safeguarding issue early on. This could be due to a number of factors, but one is the possible identification of domestic abuse within the home setting from different agencies visiting. An audit of 20 cases was undertaken in one LA with a 100% evidencing that the concern was correct and the outcome was achieved.

Enquiry ceased at individuals request



This refers to cases where the individual at risk does not wish for an enquiry to proceed for whatever reason and so preclude a conclusion being reached

This area is very important to the board in relation to making all safeguarding personal to the individual and hearing their voice in relation to their safeguarding experience and is something that the board has done a lot of work on. A consequence of this is that people, with capacity, have opportunity not to progress to a full enquiry

Personalisation % 1st April 2017—31st March 2018 & 1st April 2018—31st March 2019

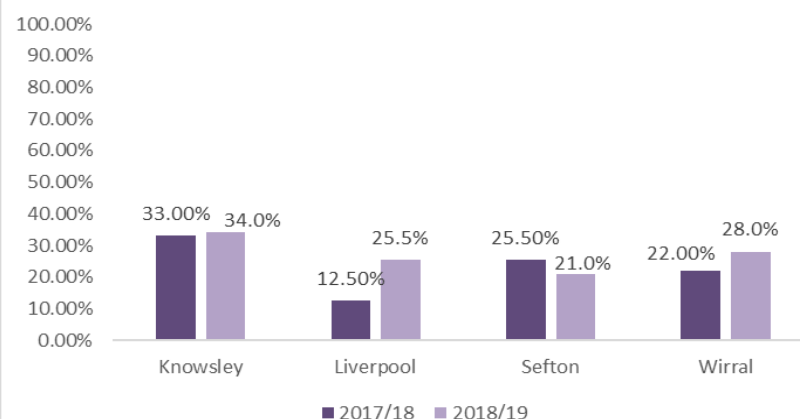


Safeguarding Data

Outcomes Fully Achieved



Outcomes Partially Achieved



All expressed outcomes have been achieved. Can be decided by the adult at risk, their representative or a member of the safeguarding team.

This could relate to when some outcomes have been achieved but not others or if outcomes have been partially fulfilled. Can be decided by the adult at risk, their representative or a member of the safeguarding team.

This indicator attempts to record how people felt about their experience of the safeguarding system and if they felt they had been listened to and understood. As can be seen within the graphs above, there has been some improvement within these areas across Merseyside. It is recognised that individual's desired outcomes are checked throughout the course of an enquiry and practitioners strive to engage individuals on a realistic achievable basis. This area is consistently developing within front line practice and it is the expectation of the board to see this increase within next years figures. In relation to Wirral, from 1st November 2019 Wirral has broadened the scope of its MSP questions in line with the outcome focussed questions included within the Making Safeguarding Personal Outcomes Framework

Safeguarding Adults Review Groups

Chaired by Senior Officers, Merseyside Police

The 4 individual SAR (Safeguarding Adults Review) groups, in this year, were responsible for the consideration of Safeguarding Adults Review referrals, providing recommendations to the Independent Chair of the Merseyside Safeguarding Adults Board and undertaking reviews. The groups fulfilled the MSAB statutory duty under section. 44 Care Act (2014)

ACHIEVEMENTS

- During this year the 4 single SAR groups (1 in each Local Authority area) continued to operate and consider cases from their own geographical areas
- 4 SAR's were presented to board in this year. This included our first joint DHR (Domestic Homicide Review) and SAR which took place in Liverpool and 3 SARs from Knowsley
- A significant amount of work was undertaken this year in preparation for the establishment of a single SAR group for the board
- A new SAR procedure and toolkit for professionals to assist them in the process(es) for undertaking SAR was developed
- An online SAR referral and management system was commissioned
- A leaflet for individuals involved in reviews and their families / carers was developed in consultation with individuals
- A Learning & Review Officer was recruited to work within the Business Unit of the Board and lead on the co-ordination of re-

WORK GOING FORWARD 2019-2020

Going forward the single SAR group will be established and the individual groups in each area will be disbanded.

- **New Referrals**—During the first 6 months of the new group (May— October 2019) there have been 24 referrals into SAR subgroup in the first 6 months
- **Online system**— this will be rolled out and will enable anyone to submit a referral into the SAR subgroup via the MSAB website
- **Development of pool of reviewers** – given the volume of SARs and MSAB multi-agency, a number of professionals across Merseyside will be trained to undertake SARs and multi-agency reviews.
- **Embedding of learning and keeping track of actions** – this is key to improving/changing practice based on learning from reviews. Work with other subgroups including QA and WFD will assist in taking this forward, as well as learning from national research into this area.



Work of the Sub-Groups

Communication and Engagement

Chaired by Senior Officer, Merseyside Fire and Rescue

The **Communication and Engagement** subgroup leads the development, implementation and evaluation of a multi-agency strategy aimed at increasing the awareness of safeguarding adults and promoting the involvement of adults at risk, carers and advocates in the Knowsley, Liverpool, Sefton and Wirral.

ACHIEVEMENTS

- The subgroup met 4 times plus 1 workshop in this year
- The subgroup supported the lead for the 'Voice of the service user and front line worker' project detailed earlier in this report
- A workshop was held with colleagues across all areas and agencies to better understand the communication needs of the board
- Media training for board members was provided through the group, enabling senior board representatives to engage more effectively with various forms of media
- Planning work has been undertaken ahead of National Safeguarding Adults Awareness week in November 2019
- Members of the group have promoted the MASB through presentations to Community Advisory Groups which are organised by Merseyside Police
- The subgroup continued to support the MSAB website and newsletters through updates on national and local events as well as publications for practitioners.

WORK GOING FORWARD 2019-2020

- **Communications Group**—Work is ongoing to develop and consolidate a 'virtual' communications group and improve the communications work of the board
- **Media Strategy**— this will be produced and published
- **Website & Newsletter**—these will continue to be updated and published
- **National Safeguarding Week**—the subgroup will plan, support and undertake a range of awareness raising activities during National Safeguarding Awareness week in November 2019
- **Voices Project**—Funding for the evolution and continuation of the 'Voices' project into 2022 will be progressed.



Work of the Sub-Groups

Policy, Procedure and Practice

Chaired by the Head of Safeguarding, Knowsley Council

The **Policy, Procedure and Practice** subgroup leads the development, implementation and promotion of Merseyside Safeguarding Adults policies, procedures and practice guidance.

ACHIEVEMENTS

- The subgroup met 5 times during this year
- The subgroup supported and facilitated a number of multi-disciplinary workshops designed to shape and develop guidance for practitioners dealing with adults who self-neglect. This work was undertaken in conjunction with Liverpool John Moores University and groups of individuals who self-neglect
- The self-neglect guidance has now been published and has been well received.
- A prevention plan has been developed and is currently with board for further discussion and development
- The subgroup has also formulated an Information Sharing Agreement (ISA) agreed by the constituent board agencies, allowing and supporting all staff to share information lawfully and appropriately.

WORK GOING FORWARD 2019-2020

- **Engaging and supporting people who are not yet engaged with services**—the subgroup will be supporting, in conjunction with Liverpool John Moores University, the development of guidance for practitioners
- **Aligning local area's safeguarding procedures** - A task and finish group will be established to develop Safeguarding criteria and approaches to safeguarding practices to bring about more consistency and achieve better outcomes across the Boards area. This will have academic support from Edgehill University
- **Prevention strategy** - work on a prevention strategy for the board will continue and will form part two of the 'Voices' project.



Work of the Sub-Groups

Quality Assurance

Chaired by the Chief Nurse, NHS Liverpool CCG

The Quality Assurance subgroup aims to ensure that there are effective quality assurance systems in place across the footprint of the board for all agencies working within the field of safeguarding and provides information to the board in relation to this.

ACHIEVEMENTS

- The subgroup met 4 times during this year
- A multi-agency audit was undertaken in relation to referrals into Social Services and as a result of that this group developed a single referral form for use across all 4 areas of the board
- Following completion of the 1st Chapter 14 self assessment a 2nd audit meeting took place in October 18 reviewing Chapter 14 responses and evidence reconciliation meetings took place with key agencies requiring further action
- Work was undertaken to review the Chapter 14 self-assessment tool in readiness for the 2019 self-assessment
- SAR recommendations work streams were taken forward via a task and finish group
- Audit of Safeguarding frameworks within Commissioned services was initiated.

WORK GOING FORWARD 2019-2020

- **Chapter 14 self assessment**—An updated version of the self-assessment will be rolled out from April 2019 and accountability meetings will be held with relevant agencies
- **Single Referral Form**—this will be rolled out for use across all board areas
- **Commissioned services**— the audit of Safeguarding Adult Frameworks for commissioned services will be completed and lead to further work on behalf of the board
- **Safeguarding Adult Reviews (SAR)**—an annual audit of SAR recommendations will take place to once again highlight areas for development to the board
- **Adult Social Care**—following the work undertaken in 17-18 to understand how the departments receiving referrals in Adult Social Care are set up they will be revisited to understand how initial recommendations have been implemented.



Work of the Sub-Groups

Performance and Audit

Chaired by the Acting Director of Adult Social Care for Sefton Council

The Performance and Audit subgroup receives validated data from partner agencies and scrutinises the data to identify trends and themes for the board. It also undertakes Multi-agency audits.

ACHIEVEMENTS

- The subgroup met 5 times in this year
- Quarterly data has been received from Local Authority performance leads in adult social care and presented at each group
- A multi-agency audit was undertaken to look at referrals into adult social care which led to the development of a single referral form
- An annual audit plan was signed off and implemented
- Work was commenced on a multi-agency dashboard for safeguarding data
- A workshop was held with both the Performance and Audit subgroup and the QA subgroup looking at areas of commonality and how the groups can work together on key themes

WORK GOING FORWARD 2019-2020

- **Data**—Social Care data continues to be streamlined as intelligence rather than just data collection to inform future audit work. Work will continue on the multi-agency dashboard
- **Multi-Agency thematic audits** - these will continue to take place in order to support the board in the identification of areas requiring development work
- **Single Referral Form**—this will be rolled out for use across all board areas.



Work of the Sub-Groups

Workforce Development

Chaired by Director of Quality and Safety for Wirral Health and Care Commissioning

The **Workforce Development subgroup** supports the MSAB to be re-assured that the statutory responsibilities in relation to workforce development and training provision as required by the Care Act 2014 continue to be met.

ACHIEVEMENTS

- The sub group met 6 times in this year
- Reviewed the outcomes from the Chapter 14 assessment process and identified common learning needs
- Developed, via the Virtual College platform, a Safeguarding Training assurance framework to capture the nature and levels of multi-agency training being delivered across all geographical areas
- Developed a training strategy on behalf of the board
- Jointly commissioned and completed a project to capture the voice of those who use services and facilitated discussions with frontline practitioners
- Supported the appointment of a Learning and Review officer, whose principle task is to facilitate the learning from Safeguarding Adult Reviews (SARs) across the partnership.

WORK GOING FORWARD 2019-2020

- **Training Audit**— to analyse and implement the findings of the training audit currently under way and present the findings to the board
- **Learning Hub**—To research suitable learning hub models in operation in other authorities across the country and assess their suitability for adoption by the MSAB
- **Training for Board members**—Commission professional development training for all board members to enable them to undertake their roles as board members effectively
- **Safeguarding Adult Reviews**—To review SARs carried out since 2018 to identify and disseminate the learning from those reviews



Work of the Sub-Groups

Priorities for 2018 — 2020

Building on the work undertaken by the Sub Groups and the Business Unit in its first year, the board agreed 5 priority areas for the following two years. These priorities have and will continue to be the focus of our work and specific actions and timelines for each are detailed in the boards Strategic and Business Plan.

- 1. Voice of the Service User and Front Line Staff**
- 2. Assurance and Challenge**
- 3. Safeguarding Adult Reviews (SAR's)**
- 4. Effective Communication**
- 5. Effectiveness of the Board**



Priorities for

Glossary of Terms

MSAB	Merseyside Safeguarding Adults Board
SAR	Safeguarding Adults Review
DHR	Domestic Homicide Review

<https://www.merseysidesafeguardingadultsboard.co.uk>

Email:merseysidesab1@wirral.gov.uk



Glossary of Terms