



Bristol Safeguarding Adults Board (BSAB)

Strategic Plan 2015-2018

The Board

The Local Safeguarding Adults Board for Bristol is established by Bristol City Council in accordance with the provisions of The Care Act 2014 sections 42 – 46 and will be known as the Bristol Safeguarding Adult Board (BSAB).

BSAB is accountable to its member agencies, which in turn are jointly responsible for the BSAB's policies, procedures and actions.

The Board's main objective is to improve local safeguarding arrangements and ensure partners act to help and protect adults at risk of experiencing, or at risk of neglect and/or abuse. The BSAB is a multi-agency strategic Board that will coordinate the strategic

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development of Adult Safeguarding across Bristol and ensure the effectiveness of the work undertaken by partner agencies in the area.

The overarching objective of Safeguarding Adults is to enable adults to live a life free from abuse or neglect. This cannot be achieved by any single agency. Every organisation and person who comes into contact with adults at risk has a responsibility and a role to play to help keep adults safe.

The BSAB has a role in coordinating and ensuring the effectiveness of work being undertaken by individuals and organisations in relation to safeguarding and promoting the welfare of adults, however, it is not accountable for their operational work. In accordance with the Care Act 2014 all partner organisations will be required to have in place a Designated Adult Safeguarding Manager who will be required to provide information to the Board.

Strategies for the prevention of abuse and neglect are a core responsibility of a SAB. BSAB plays a key role in the prevention of abuse of Adults at Risk. This includes:

- Robust mechanisms: ensuring that there are robust mechanisms, processes and outcomes to prevent abuse;
- Promoting awareness: promoting public, service user, family, advocate and carer awareness of Safeguarding Adults Concerns and what to do if they are concerned, integration of PREVENT into the implementation of the Prevention and Early Intervention Strategy by all partners;
- Training: ensuring that all health and social care and other appropriate staff and volunteers are receiving awareness training, and that this is updated regularly;
- Partnership: linking closely with health, police, domestic violence, child protection services and the community safety partnership, working collaboratively to prevent abuse and neglect
- Data monitoring: intelligent monitoring of Safeguarding Adults Concerns data, and setting up short life groups with partners to ensure essential information is routinely recorded for analysis ;
- Data analysis: analysing data – routinely and regularly – to identify trends and themes relating to Safeguarding Adults concerns;

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- Continuous improvement: feeding back good and poor practice to promote continuous improvement, commissioning Safeguarding Adult Reviews and case reviews when this is necessary to learn lessons, improve practice and enhance interagency working;
- Developing an overview of how Safeguarding is taking place in Bristol and how this work ties in with, for example, Health and Wellbeing, Community Safety Partnership's and CQC's safeguarding approach and practice.

BSAB will cultivate a positive means of addressing issues of self-neglect where strategic discussions can take place on dealing with what are often complex and challenging situations for practitioners and managers as well as the wider community.

BSAB will develop and actively promote a culture that ensures its members, partners and the local community collaborate and work together. The BSAB recognises the values and principles contained in 'Making Safeguarding Personal', which places people's experience and desired outcomes at the centre of all adult safeguarding and therefore at the core of all BSAB activity.

Statutory guidance states that a SAB may do anything which appears to it to be necessary or desirable for the purpose of achieving its objective.¹

Safeguarding Duties

The Care Act 2014 states, Safeguarding duties apply to an adult who:

- has needs for care and support (whether or not the local authority is meeting any of those needs) and;
- is experiencing, or at risk of, abuse or neglect; and
- as a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect.

Principles

In dispensing with its duties, the BSAB also has a key role in promoting the wider agenda so that safeguarding is a responsibility for everyone. This means as well as having oversight of timely and effective responses to concerns of abuse, the BSAB aims to

¹ Care and Support Statutory Guidance Issues under the Care Act 2014 Department of Health

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achieve its objective to promote an environment where abuse is prevented. In achieving this, the following 6 key safeguarding principles must be followed and underpin the ways in which professionals and other staff work with adults; and use them to examine and improve local arrangements:

- **Empowerment** – Presumption of person led decisions and informed consent. People feeling safe and in control, being more able to share concerns and manage risk of harm either to themselves or others.
- **Prevention** – It is better to take action before harm occurs. Working on the basis that it is better to take action before harm happens.
- **Protection** – Support and representation for those in greatest need. Support and help for those adults who are vulnerable and most at risk of harm.
- **Proportionality** – Proportionate and least intrusive response appropriate to the risk presented. Responding in line with the risks and the minimum necessary to protect from harm or manage risks.
- **Partnership** – Local solutions through services working with their communities. Working together in response to local needs and expectations.
- **Accountability** – Accountability and transparency in delivering safeguarding. Focusing on outcomes for people and communities and being open about their delivery.

Bristol Safeguarding Adults Board (BSAB) Strategic Priorities

The Bristol Safeguarding Adults Board (BSAB) **has three core duties**²:

1. It **must** publish a strategic plan for each financial year that sets out how it will meet the main objectives and what the members will do to achieve this. The plan will be developed with local community involvement, and the Board must consult

² Care Act Briefing November 2014 The College of Social Work, The National Skills Academy, Skills for care

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Healthwatch Bristol. The plan should be evidence based and make use of all available evidence and intelligence from partners to form and develop its plan;

2. It **must** publish an annual report detailing what the Board has done during the year to achieve its main objectives and implement the strategic plan;

3. It **must** conduct any Safeguarding Adults Reviews (SAR's) in accordance with Section 22 of the Care Act.

Key to the success of safeguarding adults in Bristol is collaboration and co-operation between Board partners in order to:

- work consistently across agencies to:
 - i. create a framework of inter-agency arrangements
 - ii. develop preventative strategies
 - iii. hold partners to account and evidence how this has occurred
 - iv. Board having effective peer review and self audit mechanisms
 - v. promote multi-agency training, specialist training with other strategic partnerships
- increase our understanding of prevalence of abuse and neglect in Bristol so we learn and continually improve safeguarding strategies and practice by:
 - vi. sharing, analysing and interrogating data
 - vii. effective monitoring and reporting mechanism
 - viii. monitor and review the impact of policy and training
 - ix. conduct SAR's in accordance with Section 22 of the Act and learn from their outcomes
- involve and take account of adults who have needs for care and support, their families, advocates and carer representatives in the delivery of safeguarding - 'no decision about me without me' - and in the development of the Board's Strategic Plan.

Reporting back to Bristol Communities

This Strategic Plan is the work of the Board and the Annual Report will comment on its progress. Over the coming year BSAB will be working with the various communities / stakeholders in Bristol to review our strategic priorities for future years.

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Bristol Safeguarding Adults Board Strategic Priorities 2015-2018

The Board's overarching strategic priorities are aligned to the six principles of safeguarding - empowerment, prevention, proportionality, protection, partnership and accountability.

1. EMPOWERMENT	OUTCOMES	ACTIVITY	INDICATOR	MEASURE OF SUCCESS	LEAD
<p>Presumption of person led decisions and informed consent.</p> <p>People feeling safe and in control, being more able to share concerns and manage risk of harm either to themselves or others</p> <p><i>'I am asked what I want as the outcomes from the safeguarding process and these directly inform what happens.'</i></p> <p><i>"I get help and support to report abuse. I get help to take part in the safeguarding process to the extent to which I</i></p>	<p>Adults at risk are involved and empowered to control the Safeguarding Adults process for themselves</p> <p>Advocacy support services are provided to all adults at risk and / or their appointed person (as appropriate)</p> <p>People feel safe and in control as a result of the use of safeguarding adults procedures</p>	<p>Promote the key messages of Making Safeguarding Personal across the partnership</p> <p>Monitor the uptake of appropriate use of advocacy to support an adult at risk</p> <p>Adults are consulted fully regarding their views, wishes, feelings and beliefs in deciding on any</p>	<p>People give informed consent to use of the Safeguarding Adults procedures</p> <p>People's preferred outcomes are ascertained and recorded at the beginning of the process.</p> <p>Preferred outcomes can be met.</p> <p>People assessed as having</p>	<p>People who have experienced harm are empowered and feel their outcomes are improved</p> <p>Analysis of data reports to demonstrate: *Rates of informed consent and outcomes ascertained /met *Use of advocacy in safeguarding adults</p> <p>Increase in % of self-referrals</p> <p>Increase in % of service users reporting satisfaction of their</p>	<p>Performance & Intelligence Sub Group</p>

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<i>want and to which I am able”</i>		action	significant difficulty in being involved in the safeguarding adults process have an advocate to support them. People refer themselves for help if they are, or are at risk of, being harmed.	experience of the safeguarding process	
2. PREVENTION	OUTCOMES	ACTIVITY	INDICATOR	MEASURE OF SUCCESS	LEAD
It is better to take action before harm occurs <i>“I receive clear and simple information about what abuse is, how to recognise the signs and what I can do to seek help.”</i>	The Board has a clear communications & engagement strategy to raise awareness of abuse with service users, professionals, public and professionals The roles of the Board are known	Develop & implement a Communications and Engagement strategy focussing on: <ul style="list-style-type: none"> Engaging service users Engaging service providers Communicating to the wider	Each Partner has a prevention and early intervention strategy in place which interfaces with the BSAB strategy Strategy in place to determine	Analysis of data/audit reports to demonstrate: <ul style="list-style-type: none"> % of adults at risk identified at an early stage and Offered appropriate advice and support to reduce vulnerability and risk of harm Increase in % of non-professional/self- 	Communications & Engagement Sub Group

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	and understood in the community	community what abuse is, how to report it and where to get support	awareness	referrals	
	PREVENT is integrated into the Board's Prevention and Early Intervention Strategy and is implemented and understood by all Partners	Integrate PREVENT into the Prevention and Early Intervention Strategy to be adopted by all partners	Feedback is routinely collected after safeguarding processes, collated and analysed. All agencies undertake regularly service user surveys and act upon feedback.		Performance & Intelligence Sub Group
	People are aware of how to safeguard themselves and those they are supporting.	People and organisations working together to prevent and stop both the risks and experience of abuse or neglect.			
	Partners commissioning processes have safeguarding embedded	Service user's feedback informs commissioning, contract monitoring and safeguarding	Information is routinely utilised regarding: Providers of concerns	Safeguarding is embedded in all Contracts and Commissioning activities	Executive Sub Group

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	<p>throughout</p> <p>Partners contract monitoring has safeguarding central to its process</p> <p>Service user's feedback about services informs commissioning, contracting, monitoring and safeguarding</p>		<p>Escalating concerns</p> <p>Contract monitoring</p> <p>Reviews</p>		
3. PROPORTIONALITY	OUTCOMES	ACTIVITY	INDICATOR	MEASURE OF SUCCESS	LEAD
<p>The least intrusive response appropriate to the risk presented</p> <p><i>"I am sure that the professionals will work in my interest, as I see them and they will only get involved as much as needed."</i></p>	<p>Service users are satisfied with their experience of the safeguarding process</p> <p>Safeguarding practices are</p>	<p>Service user feedback form completed for each safeguarding intervention; collated and analysed reports presented to the Board</p> <p>Board challenge of partner practices</p>	<p>People report that their well-being has improved as a result of the safeguarding process</p>	<p>Analysis of data/audit reports to demonstrate an increase in % of service users reporting satisfaction of their experience of the safeguarding process</p> <p>Improved sharing of information and</p>	<p>Performance & Intelligence Sub Group</p>

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	professional, appropriate, proportional and focussed on individual need	results in changes in practice Data and information sharing protocols agreed & implemented by all partners		protocols followed by all partners	
4 - PROTECTION	OUTCOMES	ACTIVITY	INDICATOR	MEASURE OF SUCCESS	LEAD
Support, representation and help for those in greatest need and who are vulnerable and at risk of harm <i>"I get help and support to report abuse. I get help to take part in the safeguarding process to the extent to which I want and to which I am able"</i>	Bristol's Safeguarding practices are professional, appropriate and focussed on individual need Adults at risk are supported to be involved at the earliest possible point in the safeguarding process	Partnership focus on ensuring policies and practices are informed by the Care Act specifically: <ul style="list-style-type: none"> • Making Safeguarding Personal • Thresholds • Self-neglect • Mental Capacity Act • Information sharing (MASH) 	Quality audits and lessons learned activities demonstrate professional and effective practice.	Board policies are in line with the requirement of the Care Act and reviewed annually Increase in % of service users reporting satisfaction of their experience of the safeguarding process	Executive Sub Group Performance & Intelligence Sub Group

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	<p>Professionals involved in the safeguarding process are trained and supported</p> <p>The Board has a clear communications & engagement strategy to raise awareness of abuse with service users, professionals, public and professionals</p>	<ul style="list-style-type: none"> • Access to advocacy <p>Promote and support multi agency training; ensuring that professionals involved in the safeguarding process are trained according to Board agreed requirements</p> <p>Impact assessment completed by all trainees within 6 months of attending safeguarding training</p>	<p>Partners meet targets for delivery of safeguarding adults/Mental Capacity Act training</p> <p>All training is underpinned by the agreed BSAB competence matrices</p>	<p>Multi agency safeguarding training programmes are in place and all partner staff are trained to the required level</p> <p>Training is accessible to all staff working with adults at risk in the provider sectors</p> <p>Impact assessment of training demonstrates change / improvement of practice; where this is not so training is reviewed and developed</p>	<p>Learning & Development Sub Group</p> <p>Performance & Intelligence Sub Group</p>
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5 - PARTNERSHIP & ENGAGEMENT	OUTCOMES	ACTIVITY	INDICATOR	MEASURE OF SUCCESS	LEAD
<p>Local solutions through services working with their communities.</p> <p>Communities have a part to play in preventing, detecting and reporting neglect and abuse.</p> <p><i>"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 to get the best result for me."</i></p>	Local safeguarding arrangements are effective and partners act to help and protect vulnerable adults in Bristol	Develop PREVENT and Prevention and early intervention strategy that has strong links with Bristol Safer Partnership, Bristol Health & Wellbeing Board	Each Partner has a prevention and early intervention strategy in place which interfaces with the BSAB strategy	<p>Analysis of data/audit reports to demonstrate:</p> <ul style="list-style-type: none"> ◦ % of adults at risk identified at an early stage and ◦ Offered appropriate advice and support to reduce vulnerability and risk of harm ◦ Increase in % of non-professional/self-referrals 	Performance and Intelligence Sub Group
	Service user involvement is evident in the work of the Board and wider communication with the community	Implementation of Communication and Engagement Strategy	There is range of service user representation of service users in all BSAB related activities	Increase in % of Board policies and procedures are influenced and informed by service users their families, and advocates	Communication and Engagement Sub Group
	The Board has a clear communications &				

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	<p>engagement strategy to raise awareness of abuse with service users, professionals, public and professionals</p> <p>Adults at risk are involved with and informed of the work of the Safeguarding Adults Board</p> <p>The Board policies and procedures are influenced and informed by service users their families, and advocates,</p> <p>The roles of the BSAB are widely known and understood in the community</p> <p>Data and information sharing protocols are agreed</p>	<p>Develop a multi-agency audit tool of operation of</p>	<p>Partnership working is evident and effective in all</p>	<p>Service user's feedback informs commissioning, contracting, monitoring and safeguarding</p> <p>Improved sharing of information and protocols followed by</p>	
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	Effective partnership and quality services in all safeguarding activities	<p>protocols Use of escalation pathways Lessons learned activities that identify communication concerns between partners</p> <p>Partnership assessment tool utilised to aid development of partnership working within the Board</p>	<p>aspect of Board activities</p> <p>The Board has effective partner challenge procedures in place</p>	<p>all partners</p> <p>All partners are effective and actively engaged in the business of the Board</p>	
6 - ACCOUNTABILITY	OUTCOMES	ACTIVITY	INDICATOR	MEASURE OF SUCCESS	LEAD
<p>Accountability and transparency in delivering services</p> <p>Bristol Safeguarding Adults Board is</p>	Local safeguarding arrangements and partners act to help and protect adults in Bristol	<p>Review Board re:</p> <ul style="list-style-type: none"> • Structure • Infrastructure • Accountability routes across all partners 	The Board is adequately resourced and all partners are actively engaged in the business of the	Partnership working is effective and equal	Executive Sub Group

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<p>collaborative, accountable and learning</p> <p><i>"I understand the role of everyone involved in my life, and so do they."</i></p>	<p>Local safeguarding arrangements are effective and deliver what people want</p>	<ul style="list-style-type: none"> • Resource requirements & agree resource allocation • Risk management procedures in place • Strategic Partnership links 	<p>Board</p> <p>All agencies have preventative strategies in place</p> <p>There is clear understanding of when to refer to safeguarding adults services and when to use other routes</p>		
	<p>The Strategic Plan is agreed and widely consulted on</p>	<p>Partnership assessment / challenge tool utilised to aid development of partnership working within the Board</p>	<p>The Board has effective partner challenge procedures in place</p> <p>A wide range of stakeholders, including marginalised and service user groups, are consulted in developing the</p>	<p>Challenge log highlights progress in Board activity</p> <p>Partner audit report</p> <p>Data/audit reports demonstrate an increase in % of groups and individuals consulted</p>	<p>Performance & Intelligence Sub Group</p>

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	<p>Stakeholders are satisfied with safeguarding arrangements</p> <p>The Board is responsive, learning and promotes examples of good practice</p>	<p>The Board implements lessons learned from SARs</p> <p>The Board implements finding from peer review</p>	<p>strategic plan.</p> <p>Stakeholders report satisfaction with arrangements</p> <p>Lessons learned activities are regularly held, including learning about good practice.</p> <p>Annual peer reviews process in place</p>	<p>Annual report</p> <p>Lessons are learned from SARs and shared locally and nationally</p> <p>The Board is effective in its strategic role to safeguard adults at risk</p>	<p>SAR Sub Group Board</p> <p>Executive Sub Group</p>
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