

# **Lewisham Safeguarding Adults Board Strategic Plan 2015 - 18**

**Version 3.0**

## Contents

- Abbreviations
- Introduction; what is 'Safeguarding Adults' and the Safeguarding Adults Board?
- The Vision
- National Legislative and guidance framework requirements
- Working together to deliver the Vision through the LSAB
  - The role & activities of the LSAB
  - The role of the LA
  - The role of each agency
  - The wider community
- Going forward: the key areas of work from the Care Act and Statutory Guidance

## Appendices

Appendix 1 LSAB membership

Appendix 2 LSAB structure

## **Abbreviations**

CQC	Care Quality Commission
DASM	Designated Adult Safeguarding Manager
DoLS	Deprivation of Liberties Safeguards
LBL	London Borough of Lewisham
LSAB	Lewisham Safeguarding Adults Board
MSP	Making Safeguarding Personal
SAB	Safeguarding Adult Board

[Back to contents](#)

## **Introduction**

### **What is Safeguarding Adults and the Safeguarding Adults Board?**

‘Safeguarding Adults’ just means protecting people who are at risk of harm or abuse because they are vulnerable in some way perhaps because of age, disability or illness. The Lewisham Safeguarding Adults Board is a partnership of organisations that are responsible for making sure that people who need care and support are safe in Lewisham. The LSAB are required to produce a plan to tell the people of Lewisham who need care and support how they will be protected from harm or abuse and how they will be helped if they are abused or harmed. The LSAB does this by making sure that all the services in the borough such as the police, hospitals and social services work together to prevent abuse happening and are helping those people who have been harmed or abused. The LSAB also makes sure that everybody involved has the right training and experience to help people and works to the same standards.

This document describes what the LSAB believes should happen and how we hope to achieve that.

[Back to contents](#)

### **Vision for Lewisham:**

The LSAB aims to ensure:

‘Safeguarding is everybody’s business: that all adults at risk in Lewisham will be protected from harm and be helped to protect themselves, wherever and whenever those needs arise’.

This aim is underpinned by these principles:

- Everyone knows what abuse is
- Everyone knows how to prevent it happening
- Everyone knows how to stop it and report it
- Everyone has confidence in the safeguarding services available
- Everyone works together to promote the wellbeing and safety of the person at risk
- Everyone works together to support the person at risk to make informed choices about what they want to happen.
- Everyone who needs support services will not be harmed by them

[Back to contents](#)

## **National Legislative & guidance framework:**

The national vision and legal requirements for safeguarding adults at risk is contained in the Care Act 2014 and the accompanying guidance Care and Support Statutory Guidance 2014 which came into force in April 2015.

It sets out the statutory duty to have a safeguarding board in each local authority area. It details who should be members of the board and what the responsibilities of the boards are. It sets out a statutory duty on the Local Authority to make enquiries if they reasonably suspect an adult is being or is at risk of being abused or neglected. The local authority can delegate the enquiry to be carried out by another organisation.

The Act defines who is considered to be people in need of this safeguarding as people:

- (a) who have needs for care and support (even if the authority is not meeting any of those),
- (b) are experiencing, or is at risk of, abuse or neglect, and
- (c) as a result of those needs are unable to protect themselves against the abuse or neglect, or the risk of it.

The list of types of abuse and neglect is broad and includes:

- Physical abuse
- Domestic violence
- Sexual abuse
- Psychological abuse
- Financial or material abuse
- Modern slavery
- Discriminatory abuse
- Organisational abuse
- Neglect or acts of omission
- Self-neglect

[Back to contents](#)

## **Working together to deliver the Vision through the LSAB partnership**

### **The role and activities of the LSAB**

This section describes how the LSAB hopes to achieve the aims proposed above. The LSAB operates through the members agreeing to work within a governance structure: this is a written description of how and who makes the decisions about the work and issues that affect safeguarding adults.

The LSAB's aims in carrying out its duties are defined in the Care Act are to:

- Stop abuse and neglect
- Improve the health and wellbeing of people
- Promote people making choices and having control of their lives
- Raise public awareness of abuse and neglect and what to do
- Promote prevention of abuse and neglect
- Support people to protect themselves and stay safe
- Improve the quality of care

The membership of the LSAB is described in [Appendix 1](#) of this document together with the structure of the working groups in [Appendix 2](#). The groups carry out the work of the business plan on behalf of the partnership. Most of the member organisations are represented on each group. The Executive Core Group is a meeting of senior managers from the main organisations involved who decide how the work is funded and write this strategic plan.

The LSAB develops and puts into action its business plan each year to work towards the aims and devises a list of actions and work based on local priorities. These priorities are identified by using local data, information and knowledge from everyone involved.

The LSAB holds all partners to account for the way they provide safeguarding adult duties and actions. The LSAB also looks at how organisations work together and how the organisations ensure safeguarding adults is a priority in their plans and in their services: including contracts they make with other agencies such as those that provide catering services or cleaning services as well as temporary staff they employ through agencies.

The LSAB ensures that the organisations responsible for planning and contracting local health and social care services (the commissioners) strive to improve and maintain the quality of the services provided to people who need them. Where there are problems or poor quality services are found the LSAB asks those commissioners to explain why and what will be done to prevent it happening again. The LSAB also works closely with the inspectors (the Care Quality Commission) of regulated services such as hospitals, GP practices, care homes and domestic care agencies.

The LSAB also looks at the information about incidents that occur during the year which could happen to one individual at home or to many people in a hospital or home. Where a death or serious injury happens a special investigation takes place called a Safeguarding Adult Review. This must look at the roles of any organisations or individuals involved in the incident and report on what happened and what can be learnt from this. These lessons learnt are shared widely with local organisations, the community and nationally.

At the heart of this LSAB approach is the principle that safeguarding activities should help people who are at risk, to achieve their own goals and wishes and the outcomes that improve or support their health and wellbeing. This is described in a national programme called [Making Safeguarding Personal](#) which all safeguarding boards and their partners are expected to support.

The LSAB listens to views of people who use care and support services and those who have first-hand experience of safeguarding adult services to make sure that what is provided actually helps and makes a positive difference to people's lives.

The LSAB publishes an annual report which describes what each organisation and the LSAB has achieved during the year. It also describes what has been learnt and what work is still to be done. The report includes performance information and other local information about the safeguarding work that has been carried out. The report explains

how successful organisations and the Board have been and what work will be tackled in the coming year to keep people safe.

The Care Act 2014 and statutory guidance does not include prescriptive procedures for responding to safeguarding adult concerns. The leading priority throughout the procedures is that the safety and wellbeing of the adult at risk is paramount. The Care Act reminds us that 'people have complex lives and being safe is only one of the things they want for themselves professionals should establish what being safe means to them and how that can best be achieved'. Care and Support Statutory Guidance 2104

Therefore the LSAB will produce a new agreement and set of procedures about how this will work between agencies which everyone signs up to. This will say who has responsibility and what actions they should take in each situation; for instance when an individual worker is dealing with one person harmed by another to when several staff in a care home are abusing or harming one or many people. These agreements and procedures also describe what information should be shared and when.

The LSAB works with partners to form a workforce plan to make sure that all the staff involved in safeguarding adults are trained and supported to do the work. The LSAB checks that all the partners have the right training, recruitment procedures and management of staff in place to safeguard adults and that everybody knows what to do. The LSAB offers guidance and information to all organisations, and groups in the borough about safeguarding adults and what training they should have. The LSAB reviews how some individual parts of the services work to learn more about actions to take and improvements that could be made. This helps staff to learn from other peoples' experience and knowledge.

The LSAB ensures that the community in Lewisham can get information about safeguarding and the services to help and support people. It also ensures that the right level of general advice and specialised individual advice for people who are at risk is being provided for those who need it.

The LSAB checks and reviews duties the Local Authority carry out in relation to the Mental Capacity Act and the Deprivation of Liberties.

[Back to contents](#)

## **The role and activities of the Local Authority**

The Local Authority has a lead role in coordinating the safeguarding adult activity and being accountable for the way concerns that an adult is being abused or is at risk of being abused are investigated and the actions taken. Although most of the investigations are made by the Local Authority, it can ask any of the partner organisations in the LSAB to investigate the concerns and makes sure that the work is done properly. This means that all organisations must work together and share information and use the policies and procedures agreed with the LSAB. The Local Authority is responsible for giving organisations clear directions, information and guidance about safeguarding adults and keep in regular contact

The Local Authority also has lead responsibility for carrying duties under the Mental Capacity Act and the Deprivation of Liberties which is closely monitored by the LSAB.

The Local Authority reports to the Department of Health each year about the work that has been carried out and this is compared with other Boroughs. The information is used to help understand what types of people are most at risk of abuse or neglect.

### **The role and activities of the individual partner organisations**

The role of the partnership organisations is to be responsible for following the Care Act and working in partnership with the LSAB and other organisations to safeguard the people at risk who they come into contact with.

To do this each partner organisation incorporates safeguarding adults in their governance processes. Board member organisations are expected to have their own agency plans: which describe what safeguarding actions are to be taken and how they will know this has made a difference to people. This plan includes some of the work of the Board Business Plan.

They each have a Designated Adult Safeguarding Manager in place for their organisation who acts as a key person for safeguarding adults advising and guiding the organisation.

Each member organisation has safeguarding adult policies and procedures in place which are person centred and focussed on what the individual wants to achieve. Each partner has adopted the principles of Making Safeguarding Personal in terms of the way that they work with adults at risk.

Each member organisation ensures that each supplier and contracted service understands and works within the latest safeguarding adults practice

Each member organisation shares information both with the Local Authority to investigate safeguarding adult cases and information for all other purposes if the LSAB needs it.

Each organisation has a way of producing regular reports on the performance of safeguarding adults work and how they check services to the LSAB.

Each member organisation keeps it staff trained and informed about safeguarding adults' good practice and the latest issues about this work.

[Back to contents](#)

### **The role and activities of the wider system**

All other services  
Other strategic plans  
Community groups etc.

### **Going forward: the Key work areas derived from the Care Act & Statutory Guidance**

In summary the areas of work the LSAB must address in the business plan are:

## **Board Governance and Accountability**

SAB's must:

- Identify the role, responsibility, authority and accountability with regard to the action each agency and professional group should take to ensure the protection of adults.
- Establish how it will hold partners to account and gain assurance of the effectiveness of its arrangements.

## **Policies and procedures**

SAB's must ensure that:

- Each organisation has policies and procedures in place which meet the requirements of the Care Act.

## **Quality Assurance & Performance**

SAB's should:

- Establish ways of analysing and interrogating data on safeguarding notifications that increase the SAB's understanding of prevalence of abuse and neglect locally that builds up a picture over time; establish how it will hold partners to account and gain assurance of the effectiveness of its arrangements.
- Determine its arrangements for peer challenge and self-audit.

## **Communication and Engagement**

SAB's should ensure:

- Information in a range of media should be produced in different, user-friendly formats for people with care and support needs and their carers. These should explain clearly what abuse is and also how to express concern and make a complaint. Adults with care and support needs and carers should be informed that their concern or complaint will be taken seriously, be dealt with independently and that they will be kept involved in the process to the degree that they wish to be. They should be reassured that they will receive help and support in taking action on their own behalf. They should also be advised that they can nominate an advocate or representative to speak and act on their behalf if they wish.

[Back to contents](#)



## Training and Workforce Development

### **DASM**

All organisations (Board members) must appoint a Designated Adult Safeguarding Manager (DASM) to report to the Board regarding the effectiveness of the Safeguarding Adults arrangements in place.

### **Multiagency Training**

SAB's should promote multi-agency training and consider any specialist training that may be required. Consider any scope to jointly commission some training with other partnerships, such as the Community Safety Partnership.

### **Types of training**

SAB's should ensure that relevant partners provide training for staff and volunteers on the policy, procedures and professional practices that are in place locally, which reflects their roles and responsibilities in safeguarding adult arrangements. This should include:

- basic mandatory induction training with respect to awareness that abuse can take place and duty to report;
- more detailed awareness training, including training on recognition of abuse and responsibilities with respect to the procedures in their particular agency;
- specialist training for those who will be undertaking enquiries, and managers; and, training for elected members and others e.g. Healthwatch members; and
- post qualifying or advanced training for those who work with more complex enquiries and responses or who act as their organisation's expert in a particular field, for example in relation to legal or social work, those who provide medical or nursing advice to the organisation or the Board.

Training should take place at all levels in an organisation and be updated regularly to reflect best practice. To ensure that practice is consistent - no staff group should be excluded. Training should include issues relating to staff safety within a Health and Safety framework and also include volunteers. In a context of personalisation, boards should seek assurances that directly employed staff (e.g. Personal Assistants) have access to training and advice on safeguarding.

### **Organisational Responsibility**

Training is a continuing responsibility and should be provided as a rolling programme. Whilst training may be undertaken on a joint basis and the SAB has an overview of standards and content, it is the responsibility of each organisation to train its own staff.

### **Supervision**

Regular face-to-face supervision from skilled managers and reflective practice is essential to enable staff to work confidently and competently with difficult and sensitive situations.

[Back to contents](#)

## **Appendices**

### **Appendix 1**

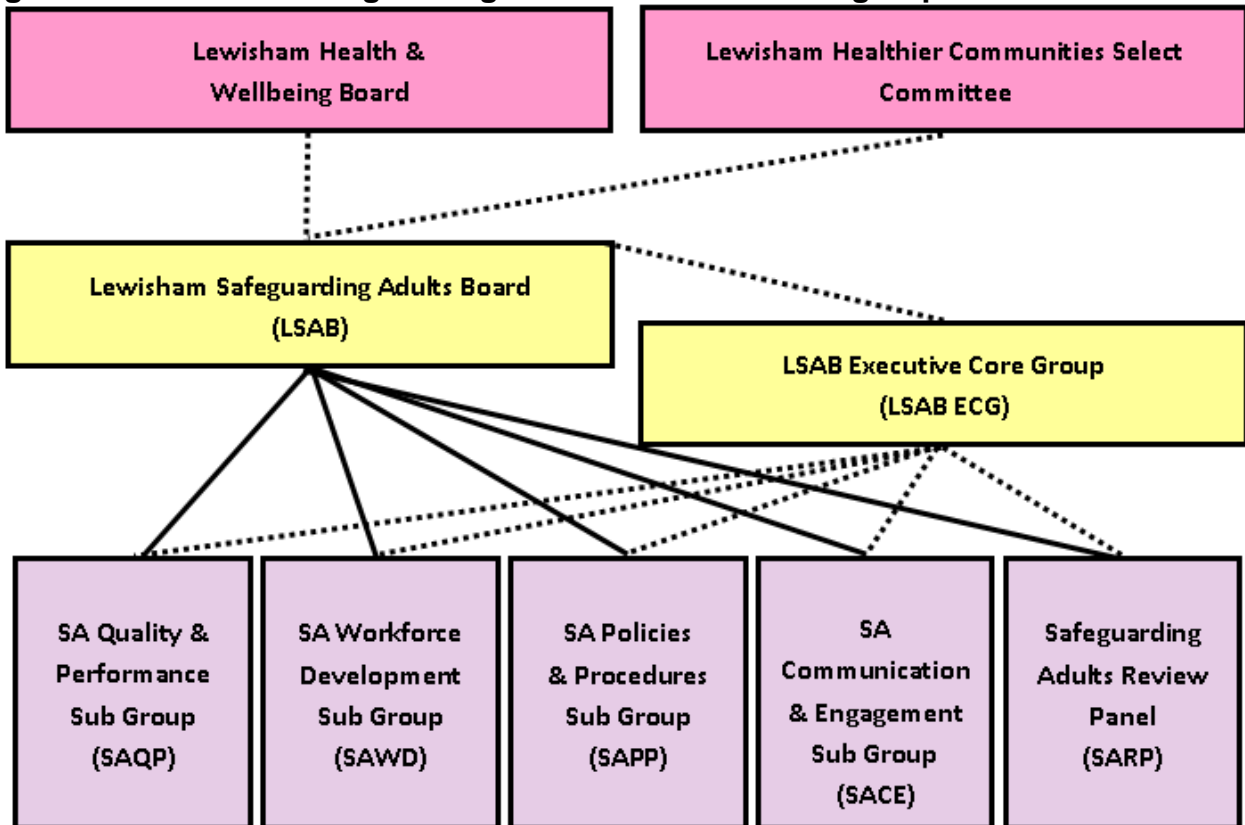
#### **The current membership of the LSAB:**

- Lewisham Metropolitan Police
- Lewisham & Greenwich Healthcare NHS Trust
- South London & Maudsley NHS Foundation trust
- Lewisham Homes
- Lewisham Adult Social Care
- Lewisham Children & Young People's services
- Lewisham Crime Reduction and Supporting People Services
- Lewisham Clinical Commissioning Group
- London Fire Brigade
- London Ambulance Services
- Voluntary Action Lewisham
- Healthwatch Lewisham
- London & Quadrant Housing Group
- London Probation Trust
- Lewisham Public Health
- Lewisham Joint Commissioning Group
- NHS England

[Back to contents](#)

## Appendix 2

Diagram of Lewisham Safeguarding Adults Board and sub-groups



[Back to contents](#)