

Safeguarding Adults in Suffolk

1. Please tell us the name of the organisation that you work for?

		Response Percent	Response Total
1	Open-Ended Question	100.00%	33
1	CRC		
2	Suffolk Trading Standards		
3	YMCA TRINITY		
4	Great Yarmouth and Waveney CCG		
5	Suffolk County Council (Public Health)		
6	Suffolk County Council		
7	Suffolk County Council Adult Protection Team.		
8	SAB		
9	James Paget University Hospital		
10	Age UK Suffolk		
11	North Norfolk CCG		
12	Ipswich Borough Council		
13	The Partnership In Care Ltd		
14	National Probation Service		
15	SCC ACS - Provider Support Team		
16	West Suffolk Council		
17	ACS		
18	Diocese of St Edmundsbury and Ipswich		
19	Suffolk CCGs		
20	CAS		
21	Suffolk Constabulary		
22	Ipswich and East Suffolk CCG		
23	Healthwatch Suffolk		
24	SAB		
25	Suffolk Fire & Rescue Service		
26	Suffolk County Council		
27	Suffolk County Council		
28	west suffolk ccg		
29	Havebury Housing		
30	Suffolk County Council		
31	Lofty Heights CIC		
32	Julian Support		
33	Suffolk County Council		

1. Please tell us the name of the organisation that you work for?

	Response Percent	Response Total
answered		33
skipped		0

2. Have you received communications from the Suffolk Safeguarding Adults Board in the last year about the work of the Board, and the changes that are being implemented to improve safeguarding adults practice

	Response Percent	Response Total
1 Yes		33
2 No		0
answered		33
skipped		0

3. Because you answered yes - please tell us how useful was the information that you received from the Adult Safeguarding Board?

	Response Percent	Response Total
1 Open-Ended Question	100.00%	32
1 OK but not all is relevant to us, but points us in the direction for anything that is and generally accessible on the website.		
2 Very useful - goo to know the Board is willing to learn and improve and build on good practice.		
3 I have attended meetings with locality SAB meetings for the East		
4 Very useful		
5 Usefulness is relevant to role to some extentnot everyone has the level of awareness around the changes and improvements that have been made to the Adult Safeguarding Board over the past year.		
6 It was useful but lacked any detail about proposed changes to the Adult Protection Team which hold the bulk of the operational statutory Safeguarding duties.		
7 Very useful.		
8 Information regarding new policies and procedures		
9 Very useful information, however it continues to fail to address the overly complicated system with regards to making safeguarding referrals. In addition there appears to have been no improvement to systems and processes in making referrals.		
10 It was very useful in keeping me up to date on the different work streams being undertaken		
11 Very useful and informative		
12 Keeping staff informed and up to date		
13 Question NA as a board member		
14 useful		
15 Really Useful		
16 It depends, as a small amount is very technical to certain sectors and professions, but generally it is all very helpful and practitioners welcome it.		

3. Because you answered yes - please tell us how useful was the information that you received from the Adult Safeguarding Board?

		Response Percent	Response Total
17	quite useful, particularly the newsletter		
18	Always very useful to be kept abreast of the latest developments and updates, even though some of it may not necessarily be relevant in our particular context, it is better to be aware.		
19	I feel updated.		
20	Informative		
21	Useful I have been kept updated of changes		
22	Very helpful to share Information with community groups e.g scams and helpful contact numbers		
23	I gave rather than received the information. I hope it was helpful		
24	very useful I like the Newsletter for a round up of all the information		
25	Really useful		
26	Useful		
27	Very Useful. Helpful information and timely		
28	Very useful. Good information		
29	Very useful updates and information which is relevant to my practice.		
30	The information is really useful.		
31	useful - been able to pass to people within the organisation.		
32	Fairly useful, but as someone who is not close to their work it lacked context and I wasn't sure how it applied to my role.		
		answered	32
		skipped	1

4. Because you said no - please tell us do you access the Suffolk Safeguarding Adults Board website regularly to look for the most up to date news and how helpful is the site?

		Response Percent	Response Total
1	Open-Ended Question	100.00%	1
1	N/A		
		answered	1
		skipped	32

5. How could the Board improve how it communicates with its partners and the wider public? Can you please provide an example?

		Response Percent	Response Total
1	Open-Ended Question	100.00%	31
1	Generally good communication,		

5. How could the Board improve how it communicates with its partners and the wider public? Can you please provide an example?

		Response Percent	Response Total
2	Use common terminology - safeguarding does not apply just to staff in Social Care/Police/ Health. It is everyone's responsibility in work and private life settings. Awareness amongst partner and voluntary organisations could be increased.		
3	Emails for updates of what is changing		
4	increase use of social media		
5	Newsletter might be useful. Promotion of any projects undertaken- in-house Comms could help with this Identification and wider promotion of the responsible counsellors for SG Adults and comms to promote the work of the SAB		
6	Updates and training opportunities to be sent to all staff and not just those with a lead Safeguarding role.		
7	I'm not sure if you could promote it by visiting places like Suffolk Carers, they have a service user panel that I have given a safeguarding talk to and they were very interested.		
8	Newsletter		
9	How it communicates is not an issue.		
10	I'm afraid I do not feel qualified to answer this question		
11	Maintain the momentum and consider a Manager's blog		
12	Difficult. Lots going on although it is important to keep everyone informed. Maybe a monthly news letter?		
13	I feel that a summary of key messages/lessons learnt across the County, perhaps on a quarterly basis, in a format that could be shared with all partners/relevant organisations would be really beneficial.		
14	communication is excellent		
15	You have already made the website easier to navigate and provided useful documents so at this time you are communicating well.		
16	In terms of my own role, I act as a rep for the five district councils in Suffolk (as at 1.4.19) and then only on the Adults Board. A colleague at another council represents us on the Children's Board. This works fine, but I suspect there are both overlaps, and also the cascade system relies upon me forwarding on, which generally I do within 24 hours but may take longer. I think this broadly works fine for district councils, and I am not aware of any problems. However there may be scope to adopt different technologies which automate sending updates directly to wider lists of practitioners who have opted in to receive certain types of information. Just a thought really.		
17	unsure		
18	Ensuring that the SAB Website is always up to date, attractive and user friendly helps to distribute awareness. Also 'key contacts' in various organisations to be emailed to help share the information.		
19	As a board partner we are now ensuring Board updates and are shared through our Care Homes Forums		
20	x		
21	More targeted social media		
22	I think the delay is partners sharing with their workforce. I also think it would be good to have the adult board at childrens events to spread the work		
23	By involving community groups around what safeguarding actually is, demystifying it and using language that is accessible by non professionals eg. financial abuse is theft. What do if you see or know about abuse.		
24	Wider circulation of newsletter. Partnering with local paper/ radio for regular slot Tap into partners internal newsletters/coms		

5. How could the Board improve how it communicates with its partners and the wider public? Can you please provide an example?

		Response Percent	Response Total
25	as I have said the newsletter is very useful, however a generic business card we can give to people listing the website address that we can give to people we talk to may be useful.		
26	have regular updates on the work it is doing, have a slot at CLT or DMT about how Suffolk is performing		
27	Further promotion of the website, as the website has improved and has lots of useful information.		
28	the web site needs to be clearer		
29	We have had good communication of the changes so not sure how it could improve. I have not seen any promotions to the wider public though		
30	Perhaps use local press and radio to inform public as the public may not think readily or necessarily understand safeguarding and the role they can play.		
31	make it stand out more on the website		
		answered	31
		skipped	2

6. What is working well in relation to safeguarding adults in Suffolk? Can you provide an example?

		Response Percent	Response Total
1	Open-Ended Question	100.00%	30
1	Limited involvement but information available		
2	Communication. Sharing information and best practice - including lived experience case studies and where we can learn from successes as well as failures.		
3	Locality Meetings where multiagency can exchange good practice or bring any concerns/ideas		
4	Connections strengthened to children's safeguarding. Strong partnership approach. Focus on prevention		
5	The sub-group structures are improved - could do with clearer 'roles and responsibilities' laid out for the sub-group Chair and members for each sub-group.		
6	The close partnership and operational collaboration between the CCG, Adult Protection Team and Police.		
7	The Adult Protection Team work tirelessly to improve the lives of residents in Suffolk who suffer abuse. We work with our partner agencies to protect and improve the quality of life for those who are unable to protect themselves.		
8	Updated framework to provide consistency		
9	At Board level, information is readily available.		
10	MASH is very good and the new matrix will improve this further		
11	I have no experience of pre 2017, however I have been welcomed as an equal partner, despite only holding the portfolio for Waveney. Multi disciplinary working is clearly at the heart of the professionals that I work with		
12	There seems to be more communication than before and Housing staff are now being seen as an important part of safeguarding by many of the staff.		
13	The communication between organisations is much improved.		
14	unsure		
15	Collaborative working - to support consistency across partnership working. Safeguarding & Best Practice forums across locality is a platform for sharing information and what is working well.		

6. What is working well in relation to safeguarding adults in Suffolk? Can you provide an example?

		Response Percent	Response Total
16	Generally the MASH system works well from our point of view, although we realise that systems are already improving and evolving, so that's not to say it's perfect. We are pleased as districts to also have been able through the board to raise the profile of housing in safeguarding matters.		
17	good multi agency working with specialist practitioners		
18	Training and Learning improvement development is working well - I have attended a number of specific conferences which have served to inform certain areas ie Scams, Online etc		
19	Relationships I feel are beginning to improve, still some way to go in building trust		
20	x		
21	Relationships between partners		
22	Starting to get better information sharing, partnership working		
23	Transition plan Wider ownership Worker commitment		
24	I like the signs of safety approach that has been adopted		
25	Integration with other teams, better relationships with providers. Greater transparency of processes and adoption of signs of safety (danger statement and safety goals).		
26	More organisations are taking responsibility for ensuring their staff have the training they need.		
27	Working with the APTs and CCG team		
28	The sub groups are useful opportunity to discuss and share information		
29	Multi agency working. Introduction of the self neglect and hoarding policy		
30	MASH team have worked well with our organisation and feel that within Ipswich we have always had the response expected.		
		answered	30
		skipped	3

7. How do you feel agencies and practitioners work together around safeguarding adults in Suffolk?

		Response Percent	Response Total
1	Open-Ended Question	100.00%	29
1	Generally ok, although with our service users sometimes difficult to get the services they require, mostly this is related to mental health		
2	Once face to face introductions are made, people are more comfortable about sharing information and asking for help. Training events and forums are key to networking and spreading best practice. Again communication is key.		
3	I think we all do the best we can		
4	Always room for improvement but generally good collaboration		
5	I believe it is mixed - there are examples where there is good collaborative working and poor (often in sharing info which is different in adult safeguarding to children as consent and MCA issues arise) - Poor 'joined up' practice- communication usually- is often highlighted in cases where things have 'gone wrong'maybe develop an in-house Working Together Guidance as they have in Safeguarding Children - it wouldn't be statutory but it could lay out the basic working together principles.		

7. How do you feel agencies and practitioners work together around safeguarding adults in Suffolk?

		Response Percent	Response Total
6	By collaborating as necessary to undertake joint Section 42 enquiries and other strategic Safeguarding tasks.		
7	Relationships are promoted in the Boards meetings and this is a positive function that allows us all to meet and greet and give updates from the respective agencies that attend. Regular strategy meetings are conducted when there are multiple agencies involved in the care of one of our victims and these are essential to keep everyone informed of the progress of the case in hand.		
8	Much better in last 12 months		
9	After Safeguarding referrals are made by JPUH, they are not dealt with by JPUH social work team. Information is not always shared with JPUH staff and therefore the service patients receive can often feel disconnected.		
10	I feel we generally work well together although I do find it disappointing when GPs bounce safeguarding issues back to the service provider		
11	Exceptionally well		
12	Within Housing we felt a little left out of the whole process but things have improved for the majority of the time and we are now being involved in some cases.		
13	I feel we still have a lot of work to do with regards to thresholds, we still "waste" a lot of resource on inappropriate referrals. We need to show more confidence in determining what isn't a safeguarding matter.		
14	good communication (eg MASH works well)		
15	In my team we work well with practitioners and agencies particularly our health colleagues. Sharing information is key to enable the most appropriate person to support safeguarding so we get the best outcomes for adults.		
16	Generally OK, with a commitment among organisations which feels stronger in the last 12 months. But it could always be better. That said, many of the issues are linked to austerity and there being very limited resources available.		
17	there is a common goal and its useful to know who is contactable for such high risk cases		
18	There is always room for improvements, one area of concern is open and transparent information sharing protocols - always any serious case review outlines where agencies could have worked better together, the learning isn't always effectively applied retrospectively		
19	I think on the whole well. There is more work to be done in MASH		
20	x		
21	Debatable not a practitioner so difficult to comment. Safeguarding referrals could be handled better, keep referrer better informed.		
22	At individual level well Strategically improving		
23	its improving all the time, however I do think that this is often because of relationships that have been cultivated		
24	Really well, a clear understanding of the risks and mitigations		
25	Works well in some areas (eg. LA and Police) but progress still needed for LA and health working		
26	The APT and CCG work very well together. its collaborative and respectful.		
27	Generally very well and the encouragement for partnership working is good		
28	More awareness and partnership working.		
29	some communication concerns on who should report and who should be informed. - still unclear for some organisations about where possible the person should be aware that a referral is being made.		
		answered	29

7. How do you feel agencies and practitioners work together around safeguarding adults in Suffolk?

	Response Percent	Response Total
	skipped	4

8. Do you think working relationships have improved over the last year? Please give an example?

	Response Percent	Response Total
1	Open-Ended Question	100.00%
1	Stable board, but probably about the same	26
2	Definitely. The SSAB Manager and Transformation Lead have improved communication and accountability. Their independent roles have assured there is no bias nor any unhelpful cultural attitudes continuing.	
3	I think for YMCA Trinity attending the Locality meetings and keeping up to date with changes helps also keeping up to date with the website	
4	Yes. Sue Hadley has provided a good role model and practice framework for acceptable behaviours which was highlighted as an area of concern in the SAB Review and has steered the formation of the new SAB model to where it is now and in the future hopefully this will continue with the new Independent Chair for the future.	
5	Yes. The appointment of two named nurses by the CCG to undertake joint enquiries with the APT have been very helpful. The police have also recruited Safeguarding officers for this purpose. It really helps that there are a small number of people in each agency to make contact with to arrange and undertake enquiries jointly. It would be less safe if partners did not have named people to approach about urgent Safeguarding situations needed an immediate joint response.	
6	Since the last safeguarding conference that was held by The Board at Trinity Park where the Fire Service and RSPCA gave workshops this has improved my work with the fire service on at least 2 of my cases. I visited a person living in a second storey flat where he was immobile and smoked in bed. I immediately made a referral to the fire service. Without the conference I would not have known about their home visit service.	
7	Yes, improved communication and multi agency working	
8	No as it continues to be complex and difficult to discover who is dealing with a referral. Added to this frequently waiting for 20 minutes to get through Customer Service.	
9	I think they have improved. There is a greater level of understanding and patience. I think this is because of the greater transparency and honesty in the situation as it stands with the workload of MASH and an agreed direction of travel for providers with respect to safeguarding and what we're all trying to achieve.	
10	I have only known positive working relationships	
11	Generally yes. There are still some ACS staff that feel that Housing Staff are not part of the whole process and would not offer anything.	
12	Informally arrangements have improved, there is still too much reliance on knowing the right people to get things done.	
13	unsure	
14	Yes, meetings with CCG colleagues around support that they are offering and jointworking together has improved. Lead individual's to support this role is a positive one.	
15	Yes - from our point of view, our ability to raise the rough sleeper issues in the way we did, with the response we got to that. Also, the last development day felt very different, positively.	
16	frontline relationships have remained the same as these were reasonably positive however there appears to be a more joined up approach from senior managers, with police and health services putting more resources into adult safeguarding work	

8. Do you think working relationships have improved over the last year? Please give an example?

		Response Percent	Response Total
17	Yes, such things as Board days that gather together a multi disciplinary group helps to understand each others perspectives		
18	Yes, more collaborative and respectful.. APT colleagues are discussing cases more regularly		
19	Yes. Work on new framework and policies. And SARAP		
20	its getting there I now have people I can contact if I need to ask questions around safeguarding issues I am not sure about, however I have concerns that if the Adult protection teams are absorbed into the area teams which I understand may happen I may lose these contacts and the expertise, which is a shared exchange of information.		
21	Yes, I think all agencies have a better understanding of their roles		
22	Not sure, as not operational, but it is good that leaders are starting to talk about the issues.		
23	yes		
24	Yes, having contacts via the sub group had been valuable		
25	Seeing evidence of health, social care, housing and local council staff working more closely in some areas. For example our Lofty Heights Homeward Bound Service and the Stepping Home Service. Both helping Hospital Discharges. Where safeguarding and self neglect are frequently seen.		
26	yes with some organisations		
		answered	26
		skipped	7

9. Do you have any other comment that you want to make to help us improve safeguarding adults in Suffolk?

		Response Percent	Response Total
1	Open-Ended Question	100.00%	24
1	Make basic safeguarding training mandatory for all staff - as GDPR training was made mandatory. People matter - whether its our staff or the public we serve. Keep communicating and keep training provision in budgets to ensure staff are kept up to date with legislative changes and best practice.		
2	I cant think of anything at present but will suggest at Locality meetings		
3	No		
4	SAB has improved structurally- there are still too many meetings - but there is evidence of a more cohesive approach and the changes now need to be embedded. I do think that there is a need for the SAB to recognise and reward good practice as well as where things haven't gone so well- celebrating good practice can also influence practitioners to improve their practice- there is a learning thread here as well as learning from when things go wrong.		
5	Any changes to the way the Local Authority operate their Adult Safeguarding function should be carefully considered and should not throw the baby out with the bath water.		
6	If the Board could get more agencies to their regular meetings, such as the Ambulance Service Safeguarding Lead and GPs this would help. There are many agencies that are not represented and are missing out on valuable information sharing.		
7	No		
8	The level of working together and respect for each others roles and organisational priorities is good to see and is resulting in a much more collaborative working partnership		
9	keep up the positive attitudes, work and relationships		

9. Do you have any other comment that you want to make to help us improve safeguarding adults in Suffolk?

		Response Percent	Response Total
10	Would be nice to get some feedback when a referral is made. Nothing confidential just that the issue is being looked into and if there is anything we could help with.		
11	We need to address our lack of closure on referrals. This remains a real weakness in our current system.		
12	none		
13	There have been lot of positive changes to policy`s including the New Framework so nothing else I can add at this time.		
14	No		
15	there needs to be some consideration into the impact of the redesign of adult safeguarding services within ACS		
16	Adult safeguarding still appears to be behind Child safeguarding, I understand the reasons why, but the closer the links and ties are made between the two boards and statutorily the better it will be.		
17	I do feel more work needs to be done to ascertain whether interventions and work undertaken during safeguarding process is actually really helping the people being 'safeguarded'		
18	Make safeguarding more accessible by communities, enable people of Suffolk to understand what safeguarding is and what to do if things are not working, people at risk. The User Group will help breakdown barriers.		
19	Its a marathon not a sprint. Good joint working needs ongoing effort		
20	some of the training packages are not suitable for those organisations that do not sit in the social services area, and have limited contact with clients as often the training is too long and not plain english		
21	Reduce the panic when something goes wrong and communicate clear and positive steps to reach safety. Too much seeking justice and legacy issues with providers		
22	no		
23	no		
24	Sharing good practice and case studies are always helpful. Keeping safeguarding in the public eye.		
		answered	24
		skipped	9