

Review of Multi-Agency Safeguarding Adult Services in Suffolk - Briefing Note 5



Hello, my name is Eamonn Bridger and I am the Detective Chief Superintendent in Suffolk Constabulary with a strategic lead for public protection & safeguarding crime. I have been a police officer with the Suffolk Constabulary for over 19 years and have worked across a variety of roles including Investigations, Intelligence, Counter Terrorism and Major Crime. I am also a member of the National Homicide Working Group and I am the National Policing Lead for Child Death Investigation.

Historically policing has responded to safeguarding concerns in a reactive way; however, that is changing and our focus is now on proactive management of safeguarding concerns. As such, in Suffolk we have strengthened our safeguarding teams to ensure we can work alongside our partners to best support adults at risk.

On a personal level since the publication of the Independent Review into Safeguarding Adults, I have really enjoyed working more closely with my colleagues in care and health. Safeguarding adults is just a small part of our everyday roles but one that is very important to us individually and to our organisations. From working closer together, we have seen joint solutions being developed to very complex issues, which is fantastic.

On behalf of Sue Hadley, Mike Hennessey and Lisa Nobes I would like to thank you all for your hard work over the last year to help improve safeguarding adults in Suffolk, we have seen some amazing pieces of work through collaboration and will I imagine continue to see much more in the future.

INTRODUCTION

This briefing provides an update on the implementations of actions arising from the Multi-Agency [Safeguarding Adults Independent Review that was undertaken in 2017](#). The Review was undertaken to examine how effectively safeguarding services to and for vulnerable adults, and older people were being provided and managed. The review was commissioned by the Suffolk Adult Safeguarding Board.

PROGRESS OF RECOMMENDATIONS

There were a number of recommendations from the Independent Review, which form part of an [action plan](#). The action plan is updated monthly and monitored closely by the Senior Leadership and the Operational Teams. The Safeguarding Adults Board also receives quarterly updates.

1. Improving Strategic Leadership.

As part of the safeguarding adults transformation work, we have an action plan that is updated monthly and available for everyone to see on the Safeguarding Adults Board website. Going forward the action plan will be part of the Suffolk Safeguarding Adults

Board Plan to embed the new Vision, Mission and Values. Once developed this plan will be available on our website.

Over the last year, oversight of the safeguarding adults transformation work has been at the Senior Leaders monthly meeting and the Transformation Operational Group. Going forward, the Senior Leaders meeting is merging into the Safeguarding Adults Board monthly governance meeting.

The Operational Group will continue and will be chaired by Mike Hennessey, Director of Adult & Community Services, as we are keen to ensure that we maintain the momentum and commitment to the transformation of Safeguarding Adults in Suffolk.

2. Addressing cultural and behavioural issues.

On 13th February 2019, the Suffolk Safeguarding Adults Board launched its new Vision, Mission & Values. The development of this new Vision took over a year, with board, sub board members and frontline line managers from a variety of agencies all helping to develop the final version.

Two separate events aimed at strengthening working relationships between the three statutory agencies (Care, Health & Police) were held in October 2018 and March 2019.

The October event focussed on developing high performing multi-agency teams, whilst the March event focussed on solution-orientated outcomes. At the March event, multi-agency teams were tasked with developing system-wide guidance to support the Safeguarding Adults Board, frontline staff and managers in the following areas:

- What are the roles and responsibilities of leaders in cascading information learnt at multi-agency events?
- How can the Safeguarding Adults Board embed its new Vision, Mission & Values?
- How can Suffolk improve multi-agency working around safeguarding adults?
- How can the Suffolk Safeguarding Adults Board improve the way we work around safeguarding adults and children?
- How do we fully embed the new Safeguarding Adults Framework?
- How can we capture all the good work around safeguarding adults in Suffolk?

The Suffolk Safeguarding Adults Board Training sub-group has developed a draft Training Strategy that is currently out to consultation (via the Safeguarding Adults website). The competencies in section 2 of the Strategy are aligned to the national Intercollegiate Safeguarding Adults Competency Guidance.

We are looking forward to receiving your feedback, so please access the document via the Safeguarding Adults Board website.

3. Addressing gaps in systems, processes, and practices by developing, agreeing and disseminating a range of joint policies, tools and frameworks.

With the support of a number of Board partners, we have developed a Suffolk Safeguarding Adults Multi-Agency policy that will go to the Safeguarding Adults Board at the end of March 2019 for approval.

The Safeguarding Adults Framework is now published,

<https://www.suffolkas.org/assets/Working-with-Adults/Policies-and-Procedures/Policy-Updates/2019-02-12-Adults-Safeguarding-Framework-5727-V5.pdf>,

and we are currently setting up dates to undertake ***Train the Trainer*** events across Suffolk. Please ensure that there is a representative from your organisation/area attending the training.

Work continues on developing a policy to support agencies across Suffolk manage concerns about people in a position of Trust. We are hoping to have a draft policy by Spring that we will be able to consult upon, therefore please remember to monitor the Safeguarding Adults Board website for updates.

4. General

To understand the impact the transformation work has had so far, the Safeguarding Adults Board undertook a survey of all Board and Sub-groups members, as well as attendees of the Leadership events.

The survey sought feedback on the following areas:

- Communication from the Safeguarding Adults Board
- What was working well in relation to safeguarding adults in Suffolk
- How agencies and practitioners were working together now around safeguarding adults
- Had relationships improved over the last year.

The responses highlighted that communication from the Safeguarding Adults Board had improved significantly, respondents found that the information sent out from the Board was useful, informative, relevant to practice and helped keep staff up to date.

We also sought feedback on how the Board could further improve communication and responses included email updates; increased use of social media; updates sent to all staff, not just those in a safeguarding leadership role; further promotion of website; partnering with local newspaper or radio and tapping into partners newsletters, communications.

This feedback will be taken to the next Safeguarding Adults Board Governance meeting to look at how we can take these forward.

In terms of what was working well in relation to safeguarding adults' respondents felt that there was greater collaboration between partners, more information was now readily available, the new Framework was really helpful and relationships between agencies was

much improved, although there was a recognition that further work needed to be done in some areas.

The majority of respondents felt that working relationships had improved over the last year, with agencies having a better understanding of each other's roles and responsibilities.



On 13th February 2019, the Suffolk Safeguarding Adult Board held a conference to launch several its new documents and policies and promote making safeguarding adults more personal.

134 people attended the conference from multiple organisations across Suffolk. The conference was opened by The Avenue Community Theatre (ACT).

'ACT', is a group of up to 20 adults with disabilities, learning difficulties and adults struggling with mental health and addiction. They created a new play titled "Paula" about hate crime experienced by vulnerable adults. This play explored and challenged perceptions and prejudices of people living with a disability or mental health problems.

The play was a resounding success with one attendee feeding back that the play was *'Powerful & moving, the ACT Theatre presentation was a reminder and representation of a spectrum of society that we need to protect and safeguard'*.

Feedback about the whole conference was equally positive, with a number of people highlighting what a good illustration the conference was of multi-agency partnership and collaboration.

Feedback from attendee's also highlighted that we should have devoted more time to the new Framework and more detailed was required on the role of front-line staff and what is expected of them with the new guidance. Both areas will be addressed in the up and coming Framework training.

NEXT STEPS

This will be the last edition of the Safeguarding Adults Transformation Briefing Note, as future updates on the Safeguarding Adults Transformation Programme will be included in the quarterly Safeguarding Adults Board bulletins. The Transformation work will continue with oversight at the monthly Safeguarding Adults Board Governance meeting.

'Thank you' for your continued support of this programme.