



Dudley Safeguarding Adult Board

Business Plan 2018 - 2019

Prepared by: Stephen Lonsdale, Head of Adult Safeguarding
On behalf of Dudley Safeguarding Adults Board

Dudley Safeguarding Adults Board (DSAB) Business Plan 2018-19

Foreword

Welcome to Dudley's Local Safeguarding Adult Board (DSAB) Business Plan for 2018/19.

The overarching purpose of DSAB is to help and safeguard adults with care and support needs. The Board does this by:

- Assuring itself that effective local safeguarding arrangements are in place and that safeguarding practice is person-centred and outcome focused;
- Working collaboratively to prevent abuse and neglect where possible;
- Ensuring agencies and individuals give timely and proportionate responses when abuse or neglect have occurred and;
- Assuring itself that safeguarding practice is continuously improving and enhancing the quality of life of adults in its area.

Our work in 2018/19 will build on the strong commitment of Board partners to safeguard adults with care and support needs as well as the positive work completed in previous years. We have identified three overarching priorities for 2018/19 and these are:

- Making Safeguarding Personal;
- Ensuring the right intervention at the right time and;
- Ensuring the voice of the individual is heard.

This plan sets out a range of activity that will be carried out in respect of Board functions e.g. quality assurance as well as how we will tackle local priorities including self-neglect and financial abuse. In addition, and in collaboration with the Safe and Sound Partnership, we will work to safeguard adults with care and support needs from a range of risks they face e.g. modern slavery and human trafficking.

Central to our work is the voice, experiences and outcomes of adults with care and support needs and improving the lives of adults of adults is a shared goal.

We will hold ourselves to account for the delivery of this plan via the DSAB Executive meeting and we welcome any feedback on our work. Please make contact with us at dsab@dudley.gov.uk if you have any reflections or questions about this plan.

Thank you for taking the time to read our Business Plan and your support in safeguarding adults with care and support needs.

Best wishes

Liz Murphy

Independent Chair

Updated: 12/11/18

Priority 1: Making Safeguarding Personal						
What are we going to do?	Lead person /group	By when	How are we going to do it?	What will the outcomes be?	How will we manage progress and outcomes?	Progress
<ul style="list-style-type: none"> Increase awareness and application of Mental Capacity Act in the Safeguard process. It was evident from data that MCA needed to be more robust due to the number of concluded enquiries indicating that the person lacked capacity. 	<p>Santokh Dulai, Q&P Subgroup</p> <p>Stephen Lonsdale, P&W Subgroup</p>	March 2019	<ul style="list-style-type: none"> Audit of cases exploring how robust the MCA process is within safeguarding enquiries Implement new assessment documentation to ensure mental capacity assessments are undertaken as part of the Safeguard process. Number of cases supported by advocacy recorded and analysed A robust system of triage and timely response to DoLS referrals will be implemented. Additionally an increased amount of LA and DWMHT social workers will be trained as Best 	<ul style="list-style-type: none"> Clarity that people who lack capacity have received a decision specific assessment Improvement in current performance. Reduced waiting time and more robust system regarding Deprivation of Liberty requests Enable partnership managing authorities to appropriately respond to any DoLS request in a timely manner 	<ul style="list-style-type: none"> Q&P Subgroup analyse data and present to Executive Board, identifying the need for training/ partnership involvement in this process 	<ul style="list-style-type: none"> Ongoing MCA training to be delivered Precept money has been secured to reduce the backlog of people waiting for assessment due to a deprivation of liberty. It is envisaged that the waiting list will be reduced to zero by January 2019. An ongoing plan around service development in this area has been agreed Over the last 12 months there has been a concerted effort to reduce the backlog of individuals waiting for a DoLS assessment. Christine Conway has delivered MCA training to West Midlands Care Home Association as well as Commissioning to cascade information among providers.

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			<p>Interest Assessors, approximately 20 over a 12 month period.</p> <ul style="list-style-type: none"> The Local Authority will seek to hold discussion with partner agencies to offer financial support and training in this area. 			
<ul style="list-style-type: none"> Develop and maintain quality assurance Framework 	Stephen Lonsdale	July 18	<ul style="list-style-type: none"> Partners in Q+P subgroup to look at assurance processes and agree suitable framework for Board to adopt and agree assurance process Work to identify the 2.5% of people whose outcomes were not achieved and why. 	<ul style="list-style-type: none"> The Board Members will offer assurance to partners that Adult Safeguard Procedures and processes are robust within their organisation 	<ul style="list-style-type: none"> Reports to Exec Group and improvement plans agreed as required Audit and analyse data to identify gaps 	<ul style="list-style-type: none"> Quality and assurance framework produced Audit of safeguarding practices within partner agencies conducted – findings to be presented to DSAB Executive Group February 2019 In 97.5% of enquiries, where asked, the person's outcomes were fully or partially achieved. Other the last year there has been a significant increase in this area. Seek to maintain/increase this over the next 12months.

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<ul style="list-style-type: none"> Further develop DSAB multi agency dataset 	Andy Baker, Santokh Dulai, Q+P Subgroup	April 19	<ul style="list-style-type: none"> Partners in Q+P subgroup to revise data presented to Board and agree dataset information required 	<ul style="list-style-type: none"> The Board will receive data pertinent to all partner agencies addressing the broader safeguarding perspective 	<ul style="list-style-type: none"> Q+P subgroup will review process and present to Exec group and Board 	<ul style="list-style-type: none"> Safeguarding dataset is managed by the Q+P Sub Group and reported quarterly at DSAB

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What are we going to do?	Lead person /group	By when	How are we going to do it?	What will the outcomes be?	How will we manage progress and outcomes?	Progress
<ul style="list-style-type: none"> Self neglect – Dudley has the highest incidence of self neglect cases within the region – audit of MASH work and safeguarding enquiries to identify preventative strategies for people who self neglect 	Stephen Lonsdale - P&W Subgroup	March 2019	<ul style="list-style-type: none"> Audit of cases from a multi-agency perspective Collation of information regarding safeguarding incidents Establish linkages to the Dudley Adults Alliance to raise the profile of self-neglect in Dudley. Develop policy and procedure and a risk and audit tool regarding self-neglect and hoarding, Commission training. 	<ul style="list-style-type: none"> A clearer understanding of the causes of self-neglect A multi agency plan to prevent and reduce self-neglect Raising awareness regarding social media Implement threshold tool Develop agreed pathway/support life choice 	Data received and analysed by Q&P Subgroup. Reports to DSAB	<ul style="list-style-type: none"> Self-neglect figures show a drop in referrals with 138 in 2016/17 to 109 in 2017/18. A multi agency audit tool is being developed with partners. New policy for Self neglect and hoarding will be in situ March 19 – recommendation that hoarding figures are recorded appropriately
<ul style="list-style-type: none"> Continue to improve partnership working to ensure that appropriate referrals are made in relation to prevent, Domestic abuse, forced marriage, modern 	DSAB, DSCB, Community Safety Partnership, C&E Subgroup	April 2019	<ul style="list-style-type: none"> Board members to support these partnerships to contribute to raising awareness A rolling programme of Training/awareness raising to promote 	<ul style="list-style-type: none"> Increase contact and linkages with ‘hard to reach groups’ Improved data about forced marriage, domestic abuse and modern slavery 	<ul style="list-style-type: none"> Data for Prevent referrals presented to DSAB quarterly Data for domestic abuse 	<ul style="list-style-type: none"> Prevent training has been planned with 248 DMBC staff booked onto training in Nov/Dec 18. More session to be planned for 2019. Representatives from MASH attend the Rough

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slavery and human trafficking (MSHT)			engagement, involvement and referrals <ul style="list-style-type: none"> Support the implementation of the MSHT pathway in order to obtain reliable data and safeguard individuals 		presented to DSAB quarterly <ul style="list-style-type: none"> Community Safety Partnership monitors referrals to MARAC and presented to Board quarterly Review response to MSHT referrals into the MASH and data collection in relation to these 	Sleepers Group, Channel and MARAC. <ul style="list-style-type: none"> Tier 1 modern slavery training currently being rolled out within the LA. MSHT pathway is now agreed and available to all agencies in Safe and sound website
<ul style="list-style-type: none"> Identify online risks to adults in Dudley and promote ways to 'stay safe' online 	Online safety Sub Group Community safety partnership	April 2019	<ul style="list-style-type: none"> Online survey for adult residents to complete Work with young people to look at relevant literature 	<ul style="list-style-type: none"> Raised awareness among adults of how to stay safe online, in addition to reduction in victims of online scams and frauds 	<ul style="list-style-type: none"> Quarterly reports from the chair of the online safety sub group to DSAB exec Further work identified via the online survey 	<ul style="list-style-type: none"> Online safety survey live and promoted from Nov 2018 Work re advice and literature planned with DSAB reference group and Dudley Youth Council

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<ul style="list-style-type: none"> Raise awareness with voluntary sector Community Groups regarding financial abuse 	<ul style="list-style-type: none"> Dudley Healthwatch Dudley CVS Living well Felling Safe Partnership Elected Members Melissa Guest, C&E Sub Group Trading Standards 	Sep 18	<ul style="list-style-type: none"> Raise awareness amongst elected members locally and MPs nationally Communication and Engagement subgroup to develop a financial abuse media campaign Trading Standards to provide training on Financial Abuse, scams and doorstep crime. Encourage voluntary sector attendance at financial abuse training Targeted awareness raising for elected members 	<ul style="list-style-type: none"> A greater awareness of the risks, increased identification of potential scams and improved support to victims and families Greater awareness should lead to an increase in financial abuse concerns being reported Greater protection of adults with care and support needs 	<ul style="list-style-type: none"> Attendance numbers and feedback from training Level of financial abuse referrals to MASH 	Two courses; `Who`s after your money` and `Financial Abuse – the hidden crime` have been developed by Dudley Trading Standards and are currently being delivered.
<ul style="list-style-type: none"> To develop a multi professional policy to raise awareness, identify and address the issue of financial abuse/concealing 	Chris King, Trading Standards & Stephen Lonsdale, Head of Safeguarding	April 2019	<ul style="list-style-type: none"> Link safeguarding to any financial concerns appropriate Develop a new assessment tool for people applying for 	<ul style="list-style-type: none"> Minimise the risk of claims for residential care being processed inappropriately 	<ul style="list-style-type: none"> New financial asset assessment form will be developed 	<ul style="list-style-type: none"> Stephen and Chris are working on this looking at deprivation of assets, companies conning people into signing up to trust schemes, also

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assets as a means of avoiding care charges			cost of care to ensure the organisation has a robust procedure.		<ul style="list-style-type: none"> Audit of spending will be conducted 	<p>families depriving relatives.</p> <ul style="list-style-type: none"> Out of 900 cases to be looked at, 50 have so far been checked – 10 looked suspicious and 4 are to be investigated i.e. 8% A new financial assessment form has been created which will streamline the process and make it more difficult to conceal assets There will be an audit of current spend against last year's spend in 6 months' time. 3 year plan – milestones will be set Business case being considered for new team to concentrate on this area Work on financial abuse is leading to criminal convictions being secured

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<ul style="list-style-type: none"> Hold an awareness raising day to raise the profile of financial abuse with public and financial institutions. 	Chris King, Trading Standards	Nov 18	<ul style="list-style-type: none"> Develop a plan for the event Topics to promote awareness raising and prevention Engage 	<ul style="list-style-type: none"> Increased knowledge regarding financial abuse and those likely to be targeted. Increased protection for adults with care and support needs 	<ul style="list-style-type: none"> Feedback from training Increase in financial abuse safeguarding referrals due to greater awareness Increase in referrals from partner agencies 	<ul style="list-style-type: none"> Shine a Light – The Hidden Crime of Financial Abuse conference planned for November 18
<ul style="list-style-type: none"> Develop a financial strategy, which links to banks and building societies in order to highlight the risk vulnerable people face relating to financial abuse and consequently minimise this. 	Chris King, Trading Standards Stephen Lonsdale, Head of Safeguarding	April 2019	<ul style="list-style-type: none"> Build relationships with financial institutions e.g. LEP & Chamber of Commerce Discussions with institutions to develop policies & pathways to safeguarding vulnerable adults. Raise awareness through communication and engagement strategy Organise a conference to 	<ul style="list-style-type: none"> Increased awareness of potential financial scams Fewer people will be victims of financial crime 	<ul style="list-style-type: none"> Audits will be completed and individual narratives will be presented to the Board Strategies will be updated to reflect the needs of the population 	<ul style="list-style-type: none"> A conference is planned for November 26th Shine a Light – The Hidden Crime of Financial Abuse. Ongoing work for 2018/19

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			<p>highlight the risks relating to adults with care and support needs.</p> <ul style="list-style-type: none"> Accreditation of DMBC as a Friends Against Scams organisation. 			
<ul style="list-style-type: none"> Ensure Mental Capacity training, including fluctuating capacity, is rolled out to financial institutions 	Stephen Lonsdale, Policy & Workforce Development Subgroup	Sept 18 onwards	<ul style="list-style-type: none"> Delivery of joint training course by Adult Safeguarding and Trading Standards 	<ul style="list-style-type: none"> Increased knowledge of capacity regarding financial decisions Fewer people will be victims of financial crime 	<ul style="list-style-type: none"> Course attendance and feedback Referrals to MASH 	<ul style="list-style-type: none"> A revised course is currently in development for delivery Jan 19
<ul style="list-style-type: none"> Review the process for raising a safeguarding alert for financial abuse – how could it be improved/streamlined 	Stephen Lonsdale, Policy and Workforce subgroup	Sept 18	<ul style="list-style-type: none"> T&F group currently looking at updating online alert form with input from public and professionals 	<ul style="list-style-type: none"> Increase in referrals for financial abuse, more appropriate referrals 	<ul style="list-style-type: none"> Monitor and review number of appropriate safeguarding alerts received 	<ul style="list-style-type: none"> Draft form prepared for sign off/trial through MASH process.
<ul style="list-style-type: none"> Review signposting to the unregulated care market. 	Chris King, Trading Standards Stephen Lonsdale, Head of Safeguarding Debbie LeQuesne, WMCHA	Sept 18	<ul style="list-style-type: none"> Ensure minimal safety thresholds e.g. DBS checking / quality assurance Develop an event with unregulated care providers to raise awareness/profile 	<ul style="list-style-type: none"> Improved safety checks for staff Increased awareness Fewer people being targets of scams / financial crimes 	<ul style="list-style-type: none"> Reappraisal of care providers present on Dudley Community Information Directory 	<ul style="list-style-type: none"> A full reappraisal of DCID is currently underway. TS have made representations with regard to increased scrutiny of care providers.

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			<ul style="list-style-type: none"> Review entries on DCID regularly to ensure DBS in place 			
<ul style="list-style-type: none"> Develop a clear support pathway for victims of financial abuse 	Stephen Lonsdale, Head of Safeguarding	Sept 18	<ul style="list-style-type: none"> Use Learning & Development across agencies to train people in professional support for victims, abuse and provide a support package Develop a clear support pathway for victims of financial abuse Trading Standards integration into Adult MASH Visits to scam victims by Trading Standards Investigation by Dudley Trading Standards of criminal cases as appropriate Referral to West Midlands Police of criminal cases as appropriate 	<ul style="list-style-type: none"> Increased protection of victims Prosecution of offenders 	<ul style="list-style-type: none"> Monitoring of referrals Audit of outcomes of investigations by partner agencies Number of visits to scam victims Value of redress/intervention obtained for victims 	<ul style="list-style-type: none"> A number of ongoing investigations are underway. Visits currently being carried out to known scam victims

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<ul style="list-style-type: none"> Integration of Adult MASH to co-locate with Children's MASH 	David Lunt, MASH Team Manager	Jan 19	<ul style="list-style-type: none"> Liaise with Strategic Director, Head of Service and Team Manager to ensure smooth transition 	<ul style="list-style-type: none"> Adults and Children's MASH workers in one location, working as a Family MASH to better safeguarding vulnerable adults and children in Dudley Borough 	<ul style="list-style-type: none"> Regular liaison with relevant partners to inform of plans & changes 	<ul style="list-style-type: none"> Timescale agreed

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<ul style="list-style-type: none"> Analyse public awareness of Safeguarding in Dudley to strengthen communication and engagement 	Melissa Guest - C&E Subgroup	March 2019	<ul style="list-style-type: none"> Analyse usage and source of referral of MASH and the DSAB website. Listen via interviews with people and families who have experienced the safeguarding journey. Undertake polling activity with the public to gauge awareness of what to do if abuse is witnessed and/or a concern needs to be raised 	<ul style="list-style-type: none"> Improved awareness of the MASH/higher referral rates/safer communities. Tools to strengthen the communication methodology/ greater social media presence 	Data collated at C&E subgroup, scrutinised by Q&P subgroup and presented to DSAB.	<ul style="list-style-type: none"> Referral conversion rate for 2016/17 was 29.6%, this has reduced to 29.6% for 2017/18 and a further decrease in quarter 1 2018/19 to 22.2%. This demonstrates the MASH process working effectively to reach safe threshold decisions. Implementation of the safeguarding threshold tool has resulted in more consistency Depending upon the source of referral, some have increased and some have decreased, demonstrating that awareness raising sessions have resulted in more appropriate referrals being made. There is an increase in self referrals/referrals from family/carers with 123 recorded in

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						<p>2016/17 and 133 in 2017/18.</p> <ul style="list-style-type: none"> • C&E Reference Group reviewed the referral process, engaging conversation about what they would do if suspected someone being abused. Reviewed safeguarding referral form and work ongoing to re-develop to make more accessible to public and professionals. This will lead to a campaign focused on the use of language when raising concerns. • Increased awareness raising through social media presence on Twitter • Healthwatch involvement in large scale enquiries ensuring that the voice of the individual/their rep is heard

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						<ul style="list-style-type: none"> Podcasts – SAR podcast to be introduced, also a podcast on self-neglect and hoarding will be provided by the trainer
<ul style="list-style-type: none"> Undertake multiagency audits to review the quality of the safeguard approach using standards agreed through Q&P subgroup 	Santokh Dulai - Q&P Subgroup	March 2019	<ul style="list-style-type: none"> Review random samples of case-files and identification of strengths and weaknesses Complete multi agency audits relating to safeguarding practice, decision making, mental capacity and making safeguarding personal Seek feedback from the service user/ family as part of audit process. Seek assurance regarding the quality and consistency of threshold application across the Local Authority. 	<ul style="list-style-type: none"> An overview of the quality of the safeguard process An improvement plan where standards are not met – reporting/monitoring Local Authority, multi-team audit regarding safeguarding enquiries, decisions and application of threshold 	Audit outcome to be shared with operational staff and at DSAB – 7 minute briefing, training and social media	<ul style="list-style-type: none"> A number of audits are being undertaken /planned. An audit calendar is to be developed to track. Multi agency audit due in Jan 2019

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<ul style="list-style-type: none"> Service user involvement in safeguarding strategic work to ensure that the Board addresses concerns relevant to Dudley residents 	Experts by experience (C&E Subgroup)	Dec 2018	<ul style="list-style-type: none"> Develop a protocol in SAR subgroup to support families facing a serious incident Share information with SAR relatives and focus group and gain their views on its content Distribute through the Board and LA for future use 7 minute briefings, robust referral pathways and documents 	<ul style="list-style-type: none"> SAR subgroup will develop policy and procedure and commission author/independent reviewer as required 	Learning from SAR will be evidenced and will inform future practice /training /research/ reports	<ul style="list-style-type: none"> C and E Sub Group have an established reference group who consult on Board priorities Relative's code developed and adopted by all agencies in November 2017. This to be produced as a leaflet /easy read version for public and disseminated to care homes and partners by mid Nov 18. 7 minute briefing on SAR and MASH developed and shared within Local authority and partners
<ul style="list-style-type: none"> To monitor proposed changes to Mental Capacity Act (MCA) by Law Council and implement Liberty Protection Safeguards (LPS) once bill passed 	Christine Conway, MCA Lead & Stephen Lonsdale, Head of Adult Safeguarding		<ul style="list-style-type: none"> Monitor progress of bill and impact of it's recommendations Raise awareness and increase understanding of MCA with Commissioning Raise awareness and provide support to care homes 	<ul style="list-style-type: none"> Increased understanding of MCA and LPS Greater awareness of fluctuating capacity and appropriate risk taking to ensure DoLS / LPS are applied correctly Appropriate timely responses to requests. 	<ul style="list-style-type: none"> Update report to DSAB in June 2019 regarding progress of Bill 	<ul style="list-style-type: none"> Invite to Policy & Workforce subgroup sent to Debbie Le Quesne, WMCHA.

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			regarding their revised responsibilities <ul style="list-style-type: none"> • Support providers to build appropriate risk taking into risk assessments to avoid un-necessary DoLS, especially where there is fluctuating capacity. • Provide training to statutory, 3rd sector and providers around the changes and impact of legislation. • Invite representation from West Midlands Care Home Associate to Policy & Workforce Development Subgroups. 	<ul style="list-style-type: none"> • A more informed workforce and community. 		