



Directorate of Adults and Communities

Redcar and Cleveland

Safeguarding Adults Strategy 2021



Safeguarding is everyone's business

Contents

1. Our Vision and Values	2
2. Foreword	2
3. Background and Context	3
4. The Aims of Adult Safeguarding	4
5. Tees Wide Safeguarding Adults Board (TSAB)	4
6. TSAB Strategic Priorities 2020-21	5
7. Prevention	7
8. Protection	8
9. Partnership	9
10. Professional Accountability	10

1. Our Vision and Values

Our vision:

To make a difference to the people we serve, across social care, education and public health, to shift the emphasis towards early help and prevention, promoting independence and wellbeing through innovative commissioning and services that are person centred, joined-up and safe.

Our values:

- **Be respectful:** recognise and value the contributions of others; celebrate individuality and diversity;
- **be courageous:** don't always reach for the easy answer; be prepared to challenge and stay tenacious/steadfast;
- **be curious:** be continually reflective and open to adapting how we work; and
- **be outcome focused:** focus on what works and be practicable and flexible.

2. Foreword

Everyone has a fundamental right to live a life free from harm and abuse whether vulnerable or not and this strategy is about how Redcar & Cleveland Borough Council and its partners will help to prevent and protect adults from abuse.

Our strategy builds on the strategy developed by the Teeswide Safeguarding Adults Board (TSAB), which is the statutory safeguarding Board for our borough. The real strength of the Board is the partnership working across Tees by all partners, to ensure our collective efforts support adults to lead safe and fulling lives in our communities.

Our strategy aims to ensure we are focussed on putting the adult who needs support first, by listening to people who have experienced abuse or neglect and tailoring our safeguarding services so that they deliver the outcomes that people want.

As our population ages more people will live in our communities with care and support needs, it is vital therefore, that safeguarding remains the primary focus of Adult Social Care, delivery of this strategy will help ensure this.

Patrick Rice

Corporate Director for Adults & Communities

3. Background and Context

The Care Act 2014 placed adult safeguarding on a statutory footing giving local authorities a duty to make enquiries where allegations of abuse or neglect were raised. The Act and the supporting statutory guidance provided local authorities with clear duties and responsibilities in relation to all their assessment and support functions including safeguarding.

The Act is based on the fundamental concepts of promoting wellbeing, independence and choice and involving individuals throughout adult social care interactions. The Act set out six principles which are to apply to all sectors and settings involved with adults including care and support services, further education colleges, commissioning, regulation and provision of services, housing, wider local authority functions and the criminal justice system.

The Care Act 2014: Guiding Principles

Principle	Description	Outcome for Adult at Risk
Empowerment	Presumption of person led decisions and informed consent.	<i>"I am asked what I want as the outcomes from the safeguarding process and these directly inform what happens."</i>
Prevention	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>
Proportionality	Proportionate and least intrusive response appropriate to the risk presented.	<i>"I am sure that the professionals will work for my best interests, as I see them and will only get involved as much as needed and I understand the role of everyone involved in my life."</i>
Protection	Support and representation for those in greatest need.	<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>
Partnership	Local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse.	<i>"I know staff treat any personal and sensitive information in confidence, only share what is helpful and necessary. I'm confident professionals will work together to get the best result for me."</i>
Accountability	Accountability and transparency in delivering safeguarding.	<i>"I understand the role of everyone involved in my life and I know what to do if I'm not happy about a safeguarding service"</i>

4. The Aims of Adult Safeguarding

The aims of adult safeguarding are to:

- To prevent harm and reduce the risk of abuse or neglect to adults with care and support needs;
- To stop abuse or neglect wherever possible;
- To safeguard adults in a way that supports them in making choices and having control about how they want to live;
- To promote an approach that concentrates on improving life for the adults concerned;
- To raise public awareness so that communities as a whole, alongside professionals, play their part in preventing, identifying and responding to abuse and neglect;
- To provide information and support in accessible ways to help people understand the different types of abuse, how to stay safe and what to do to raise a concern about the safety or well-being of an adult; and
- To address what has caused the abuse or neglect.

5. Tees Wide Safeguarding Adults Board (TSAB)

The Care Act 2014 places clear safeguarding duties and responsibilities on statutory safeguarding partners: Local Authority as lead agency, the Police and the local Clinical Commissioning Group (CCG). These partners make up the basis of the statutory Safeguarding Adults Board.

Across the Tees Valley the statutory Board was established as a joint venture across the four Tees local authorities, Tees Valley Clinical Commissioning Group CCG and Cleveland Police. Non- statutory partners - South Tees Hospitals NHS Foundation Trust, North Tees Hospitals NHS Foundation Trust, Tees Esk & Wear Valley Trust, Cleveland Fire Service, Probation services, Healthwatch, and the Care Quality Commission are also represented on the Board. Associate members of the Board include the Prison Service, North East Ambulance Services, the Crown Prosecution Service, the Department for Work & Pensions, Victim Support and Teesside University.

The [Teeswide Safeguarding Adults Board](#) work in partnership to safeguard and promote the well-being and independence of adults at risk of harm or abuse living in the boroughs of Hartlepool, Middlesbrough, Redcar and Cleveland and Stockton-on-Tees. They co-ordinate and monitor the effectiveness of partner organisations working together to implement their responsibilities for protecting adults whose independence is placed at risk by significant abuse or neglect. The Board also has strong links with local strategic partners including the [Tees Safeguarding Children Partnerships](#).

The Board is responsible for developing strategies to reduce risk and prevent harm occurring to adults recognised as being at risk, and to respond effectively when harm or abuse occurs.

TSAB has clear terms of reference and lines of accountability and a set of sub-groups that lead on the key aspects of Policies, Procedures and Practice, Learning and Development, Communication and Engagement and Performance and Quality.

TSAB set the strategic aims and key objectives for safeguarding work across Tees (the Board's strategic plan is detailed at Section 5 below). Redcar and Cleveland Borough Council developed our strategy in line with the Board's priorities.

6. TSAB Strategic Priorities 2020-21

TSAB VISION: Our Safeguarding arrangements will effectively prevent and respond to adult abuse.

<p>Prevention</p> <p>Aim:</p> <p>We will develop strategies that reduce the risk of abuse</p> <p>Objectives</p> <p>We will:</p> <ol style="list-style-type: none"> 1. Provide accessible information, advice and support in relation to all aspects of adult abuse and neglect. 2. Further raise general awareness of safeguarding and how people can protect themselves. 3. Improve engagement with local communities. 4. Help efforts to reduce social isolation and loneliness. 	<p>Protection</p> <p>Aim:</p> <p>We will work effectively together to ensure the protection of adults</p> <p>Objectives</p> <p>We will:</p> <ol style="list-style-type: none"> 1. Provide effective, consistent, timely and proportionate responses to reported abuse. 2. Encourage a trauma-informed, strengths based and person-centred approach to all safeguarding work. 3. Focus on specific aspects of adult safeguarding to determine best practice and a consistent approach. 4. Learn from the findings of local, regional and national SARs and LLRs, and applicable DHRs and SCPRs. 	<p>Partnership</p> <p>Aim:</p> <p>We will develop a whole community approach to the prevention of abuse</p> <p>Objectives</p> <p>We will:</p> <ol style="list-style-type: none"> 1. Ensure Board partners work together in an effective manner to protect adults from abuse and neglect. 2. Collaborate with the LSCPs, CSPs and Strategic VEMT to deliver joint priorities and objectives and further embed a Think Family approach. 3. Influence and challenge existing and emerging strategic groups and networks on specific and relevant safeguarding issues. 4. Contribute regionally and nationally to the further development of the safeguarding adults agenda. 	<p>Professional Accountability</p> <p>Aim:</p> <p>We will work to ensure the accountability of all partners in protecting adults at risk of abuse</p> <p>Objectives</p> <p>We will:</p> <ol style="list-style-type: none"> 1. Adopt a proportionate and pragmatic approach to safeguarding adults work during and following the Covid-19 pandemic. 2. Gain assurance from partners about the effective delivery of their services. 3. Ensure individuals accessing safeguarding services are involved with informing the future direction and priorities of the Board. 4. Deliver and achieve the Board's performance benchmarks. 5. Strive to continually improve and develop safeguarding practice.
---	---	---	---

TSAB will use the principles of engagement, Making Safeguarding Personal and good practice to achieve the following actions:

<p>Prevention</p> <p>Aim:</p> <p>We will develop strategies that reduce the risk of abuse</p>	<p>Protection</p> <p>Aim:</p> <p>We will work effectively together to ensure the protection of adults</p>	<p>Partnership</p> <p>Aim:</p> <p>We will develop a whole community approach to the prevention of abuse</p>	<p>Professional Accountability</p> <p>Aim:</p> <p>We will work to ensure the accountability of all partners in protecting adults at risk of abuse</p>
<p>Actions:</p> <p>We will do this by:</p> <ol style="list-style-type: none"> 1. Reviewing the TSAB CE Strategy to take into account the findings from the TSAB Annual Survey. 2. Continuing to increase professional's knowledge of all sources of support available linked to adult abuse and neglect. 3. Raising awareness of existing Safe Place Scheme locations as well as continuing to carry out venue audits. 4. Publishing regular themed articles to ensure harder to reach, lonely and isolated people are receiving key information, advice and available support options. 	<p>Actions:</p> <p>We will do this by:</p> <ol style="list-style-type: none"> 1. Promoting and monitoring the implementation of the revised TSAB procedures. 2. Delivering an effective learning, training and development plan to meet current requirements. 3. Preparing for the implementation of the MCA Amendment Bill. 4. Engaging with the multi-agency themed work regarding Transitions. 5. Developing and implementing actions plans for all SARs and LLRs, applicable DHRs and SCPRs sharing learning across partner agencies and used to inform future practice. 	<p>Actions:</p> <p>We will do this by:</p> <ol style="list-style-type: none"> 1. Establishing a working group to develop a Teeswide Safeguarding All Communication and Engagement Strategy. 2. Working with LSCPs and CSPs to explore joint protocols for managing SARs, DHRs and SCPRs. 3. Ensuring active representation at LSCPs and Strategic VEMT. 4. Delivering, in partnership, a joint development session with LSCPs and CSPs. 	<p>Actions:</p> <p>We will do this by:</p> <ol style="list-style-type: none"> 1. Reviewing and learning from the impact of the Covid-19 pandemic on safeguarding adult practice. 2. Delivering a Quality Assurance programme which includes: peer review, Quality Assurance Framework/Self Audit (QAF) and multi-agency audits. 3. Continue to use the Safeguarding Champions initiative to seek the views of people who use safeguarding services. 4. Making best use of performance information to determine actions and priorities to help keep people safe.

7. Prevention

Prevention and Early Intervention

What do we need to do?

We will provide information and services that may prevent abuse from occurring or where abuse is occurring remove barriers to people reporting this.

How are we going to do it?

- Utilise the information gained from the Joint Strategic Needs Assessment (JSNA) to plan and deliver safeguarding services, particularly in relation to hard-to-reach groups.
- Work with early intervention initiatives such as Social Prescribers and the Transformation Challenge Programme to promote safeguarding identification and intervention.
- Increase access to our Reablement Services to ensure effective services are identified to safely maintain individuals in their own communities for as long as possible.
- Review and re-issue our Public Information in relation to safeguarding – how to identify abuse and neglect and information about the safeguarding process.
- Review and implement an Engagement Strategy within Adult Care which will include consultation with communities about our services, including safeguarding.
- Review our Learning and Development Programme to ensure the adult social care workforce, including those commissioned to provide services on behalf of the local authority has the right skills and knowledge to provide effective and safe services and knows how to identify and report abuse.

8. Protection

An Effective Safeguarding System

What do we need to do?

We will respond to individuals who experience or may be at risk of abuse or neglect in a way that inspires trust and confidence. Our safeguarding responses will be driven by the individual and not by process. We will embed safeguarding processes that our workforce are confident to implement.

How are we going to do it?

- Contribute to the development of and implementation of the Tees Safeguarding Adults Policies, Procedures and practice guidance.
- Ensure the wider adult social care workforce (including provider service workforce) is equipped with the knowledge and skills to carry out their roles and responsibilities by having in place robust recruitment processes and workforce development plans.
- We will develop a Making Safeguarding Personal (MSP) culture that focuses on personalised outcomes ensuring that the individual remains at the centre of our safeguarding practice, gaining their views, wishes and desired outcomes at the start and throughout the safeguarding episode.
- Ensure we take a holistic 'Think Family' approach to safeguarding and consider any potential safeguarding issues in relation to children or LADO issues.
- Ensure that our safeguarding interventions are effective, identify and manage risk and lead to improved outcomes for individuals.
- Having an organisational structure in place which can deliver a strategic and operational lead for safeguarding practice, representing Redcar and Cleveland Borough Council at the TSAB and local and regional forums to share and learn from good practice.
- Maintaining effective links with the wider local authority functions of procurement, commissioning, public health, environmental health and neighbourhood services.

9. Partnership

Commissioning and Provision of Safe Services

What do we need to do?

We will be confident that the care and support that we provide either as a direct provider or commissioner of external services is safe and meets the expected standards of quality for individuals and their families. Where we identify poor quality care, we will respond effectively and work with partners and providers to ensure sustained improvements.

How are we going to do it?

- Ensure our procurement and subsequent contract compliance processes are rigorous.
- Ensure our recruitment processes are robust and where posts require DBS checks these are undertaken prior to employment commencing.
- We will facilitate regular Provider Forums with our Residential Care and Community Care and Support providers to share good practice, maximise education and training opportunities and engage in coproduction of improvement activity.
- We will undertake annual care quality and compliance work with all providers to ensure the care they deliver is safe and meets the expected standards of quality.
- Commissioning and Safeguarding teams will work with commissioned providers to develop single support and improvement plans, where appropriate, with realistic objectives that are clear and timely.
- Multi –agency Provider Review meetings will be facilitated by the local authority to share information and identify concerns about the quality of care and support commissioned across Redcar and Cleveland to enable proportionate support and intervention and the earliest opportunity.
- Ensure our workforce development and training offer is available to the whole of the adult social care workforce, including commissioned services.

10. Professional Accountability

Assurance and Accountability

What do we need to do?

We will ensure the public, TSAB, Senior leaders and Elected Members are confident in our safeguarding responses and practice. Our workforce will be held to account for their actions and embrace a culture where professional challenge is welcomed and responded to positively. We will learn from good practice as well as when things go wrong.

How are we going to do it?

- Implement the TSAB Quality Assurance Framework in line with the assurance cycle and report findings and our improvement plan to the Board.
- Implement the Redcar and Cleveland Borough Council's Adult Care Safeguarding & Quality Assurance Framework which provides a clear set of practice standards for the workforce alongside a schedule of audits and direct observations of practice.
- Hold regular Practice Improvement Meetings where senior and front-line managers ensure learning from complaints, case file audits and feedback from service users is translated into practice in a culture of continuous improvement.
- Develop communication and action plans for practice improvement in response to learning from Safeguarding Adult Reviews, Internal Management Reviews and Provider Review intervention as well as other forms of learning lessons opportunities.
- Implement a programme of Elected Member Rota visits to care homes across the borough.
- Develop a suite of regular management information reports which operational managers can use to manage team performance. Senior Managers will use these reports to track performance and trends and benchmark regionally and nationally to improve performance.
- Implementing a process for professional challenge within social care practice.
- The Principal Social Worker will have a key role in raising the profile and standards of social work practice including safeguarding and supervision of social work practice.
- Implementing a robust supervision policy and standards that encourage case discussions, reflection on practice and evidence of management decisions.
- Maintain links with other strategic boards across disciplines such as the Community Safety Partnership, the Domestic Abuse Partnership and Scrutiny and Improvement Committee.