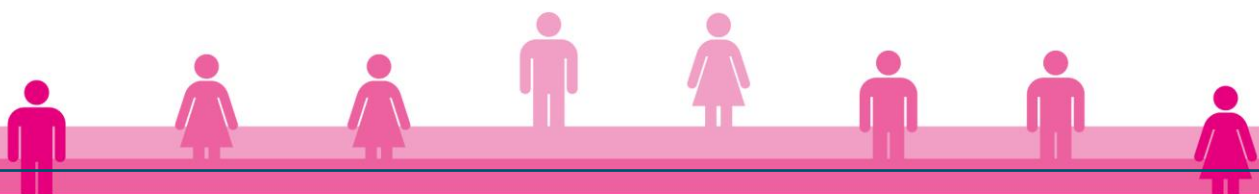




Salford Safeguarding Adults Board

Community Engagement Events

November 2017 - April 2018



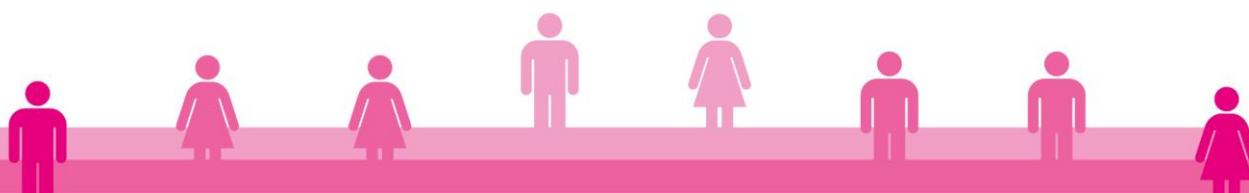
Keeping vulnerable adults safe

IN Salford



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1. About Healthwatch Salford

Healthwatch Salford aims to make health and social care better for local people. We believe that the best way to do this is by designing local services around their needs and experiences.

Our Vision

Healthwatch Salford aims to encourage and enable local people, including those who are most marginalised or vulnerable, to have more control in their lives and to influence the organisations that affect them.

Our Values

- Involve - listening, engaging and encouraging people with sensitivity and respect.
- Influence - making change happen through helpful challenge.
- Aspire - being the best that we can be.

2. About Salford Safeguarding Adults Board (SSAB)

The role of the SSAB is to make sure that local arrangements for safeguarding adults are effective at protecting those adults in Salford who are considered to be adults at risk.

The SSAB promotes the wellbeing, security and the safety of adults at risk, recognising their rights, mental capacity and personal responsibility in order to help prevent abuse wherever possible.

By law, the Safeguarding Adults Board has to do some things. This is known as a 'statutory duty'. It has to produce a new action plan, or strategy, every three to five years. It has to make sure that the views of





the community appear in the strategy. The board must also report on the work it has done through an annual report.

Under the Care Act 2014 the SSAB has three core duties:

- develop and publish a strategic plan setting out how it will meet its objectives and how its members and partner agencies will contribute
- publish an annual report detailing how effective its work has been
- commission safeguarding adults reviews (SAR) for any cases which meet the criteria for these (please see supporting documents for criteria and how to make a SAR referral)

In addition, SSAB should evidence its arrangements for peer review and self-audit and evidence how SSAB members have challenged one another and held each other to account.

SSAB meets four times a year to oversee developments to adult safeguarding work in the city. Membership includes representatives from the core statutory agencies (the local Authority, the Police and the NHS Clinical Commissioning Groups). The board also has representatives from a range of other partners including mental health services, community and hospital services and a range of voluntary sector organisations.





3. About the Community Engagement Project

From November 2017 to April 2018, SSAB ran 10 engagement sessions, with Healthwatch Salford, to find out what people think about safeguarding in Salford.

The benefits of this partnership approach enabled the engagement activity to gain strength and enrichment from the skills and experience of these Officers and in return allowed Healthwatch the opportunity to clarify its role as a watchdog organisation and raise the profile of its work and current projects.

Linzi Brook, an Engagement Officer based within Salford Clinical Commissioning Group, with her wealth of experience/knowledge in engaging with service user groups within Adult Social Care, assisted with three of the sessions, giving further value and enhancement to the undertaking of the activity.

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An online survey was also made available for groups, over 230 people have taken part in the engagement, this has mostly been face to face, including people from the following groups:

- Open Door Dementia Café
- Listening to Families
- Citizens' Panel
- Positive Moves
- Listening to People
- Start Inspiring Minds, Salford
- Salford Autism
- Mind in Salford
- Pendleton Together





- DIY Theatre Group

The aims of the engagement were:

- To hear the views, experiences and key messages from service users, informal carers and/or citizens of Salford
- To hear the views of the community on priority areas of safeguarding adults at risk in Salford, so that these views could be one set of information to inform the SSAB members when setting the board's next 3-year strategy
- To seek the views from a range of community groups receiving services in Salford, including hard to reach minority community groups

The engagement focussed around 4 main questions:

1. What are the key issues for vulnerable adults in keeping safe in Salford/What can vulnerable people do to keep safe at home and in the Community?
2. What are the main things the public need to know about safeguarding vulnerable adults?
3. What should Salford Safeguarding Adults Board tell people about how to best protect themselves?
4. What should Salford Safeguarding Adult's Board priorities be? Why do you think this is?

Dependent upon timing and capacity, people were also asked what they thought of SSAB leaflet 'You have a right to be safe from abuse'





4. Priorities at a glance

The feedback gathered at these events has enabled SSAB to put together a priority plan to look at 5 key themes:

Theme	Priorities
1. Awareness of Safeguarding Adults	Improved communication has been identified as a strategic priority of the Salford Adults board for the next three years.
2. Improve the Safeguarding Practice in Salford by ensuring that the public and all those who work with vulnerable adults understand what to do	- Make sure everyone works together to understand Salford's Safeguarding reporting procedures and how to raise a safeguarding concern/issue. - Make sure that safeguarding issues are addressed in the right way. This includes preventative approaches that will stop the safeguarding issue from happening. - Review of the Safeguarding Adults policy and procedures to make sure that all the service providers involved behave correctly - this is known as a multi-agency response.
3. Social Isolation	The Implementation Network will make sure that isolation is considered in all aspects of the work it does
4. Improving safety for adults at risk in the home	Safety in the home will be a core strand to work we do in the following areas: - Financial abuse & scams - Self-neglect - Domestic Abuse - Hate crime - Application of Mental Capacity Act
5. Improve safety for adults at risk	List ways to support vulnerable adults to feel safer in their environment (community





outside the home	outside) setting. • Build on existing partnerships and find further ways of improving safety outside the home.
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5. Priorities in more detail

Theme 1

People's awareness of Safeguarding Adults in Salford, and the different types of abuse, needs improving. The reporting process needs to be improved in Salford

What You Said

"The word 'Safeguarding' is a bit confusing for some people. What it means etc, keep the messages simple."

"Leaflets need to have the right message on them."

"Services should get information into places where people go: post offices, newsagents, grocers, library and hairdressers."

"As you get older you lose the knowledge of where to go to get information from as your communication needs change."

"Look at communications channels to get the key messages out - leaflets in GP surgeries etc, adverts/articles in Salford Council newsletter, website."

"Stuff needs to be in easy read format"

"No campaigns awareness raising around Adults, more around children"

"We need an awareness raising day"

"The public do not know about Safeguarding, should be ways people can find out."

What SSAB priorities are

Improved communication has been identified as a strategic priority of the SSAB for the next three years.

What will SSAB do to make this happen

SSAB will ensure that knowledge and awareness of adult Safeguarding in Salford is raised across community settings through the use of campaigns, leaflets and an easily accessible website.





There will be a joined-up approach to campaigns across safeguarding adults, safeguarding children and community safety.

Actions to include:

- Making a new website with information for the public and communities in accessible language and easy to find
- More engagement with the community to identify images and words that will give strong messages about safeguarding
- New publicity will be sent out to a range of community settings e.g. library and GP surgeries.

Theme 2

Improve the Safeguarding Practice in Salford by ensuring that the public and all those who work with vulnerable adults understand what to do

What you said

“Residents don’t know where to go to help other people that they are concerned about.”

“Do not know who I would tell.”

“A lot of people don’t know where to go to report things.”

“Some group members have found the response contact centre not to be satisfactory when dealing with enquiries/issues”

“Empower the community be able to raise safeguarding issues with confidence.”

“Everywhere should have a safeguarding lead.”

“Physical checking of personal areas to look for the signs of breast and testicular cancer are often not done. It would be good if these can be included in the annual health checks.”

“Everyone diagnosed with Autism must have a Care Assessment, this has not happened.”





“Training needs to be rolled out to the voluntary sector.” (Start Inspiring Minds)

“Is there enough training in place to support staff in the voluntary sector?”

“How to keep yourself safe.”

“Train front line staff such as carers to understand about safeguarding.”

“More communication around hoarding and self- neglect”

What SSAB priorities are

Make sure everyone works together to understand Salford’s Safeguarding reporting procedures and how to raise a safeguarding concern/issue.

Make sure that safeguarding issues are addressed in the right way. This includes preventative approaches that will stop the safeguarding issue from happening.

Review of the Safeguarding Adults policy and procedures to make sure that all the service providers involved behave correctly - this is known as a multi-agency response.

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What will SSAB do to make this happen

- Review the annual health checks across health and social care, creating a more ‘joined up’ approach
- Review the way the Mental Capacity Act is applied to make sure all agencies understand how to apply it correctly
- Review practice to address self-neglect and hoarding in Salford to get a good response. The training about this is to be reviewed and commissioned as needed
- Review training delivered to all providers
- Take a person-centred approach - this is to make sure that the voice of the adult to be safeguarded is the most important to safeguarding adults practice in Salford





- Performance and Quality - we will continue with the work of this sub group, which will help us to understand our safeguarding data. It will also promote challenge and ensure best practice across services. The sub group will gather evidence to show that the new strategy is making a difference

Theme 3 Social Isolation

What you said

“Vulnerable people often have limited friends”

“Isolation is a major concern. Mental health will deteriorate when you’re isolated.”

“Activities that are put on aren’t always suitable.”

“Mediation in families where isolation exists would be beneficial.”

“Families don’t understand the problems with isolation.”

“At least 80% of people that MIND work with feel isolated.”

“It’s a massive thing for people to go from having staff to support them to then go back home to nothing.”

“Supporting most vulnerable people who do not engage with other services”

“Buddy schemes/communication champion.”

“Social isolation - nutritional needs are not being met.”

Groups like this need more funding.”

“Funding needed to do more activities to help prevent isolation, but not everyone wants to be in groups.”

“Groups need help with finding funding”

“The Council have not got the funding, people think it is not going to happen.”





What SSAB priorities are

The Implementation Network will make sure that isolation is considered in all aspects of the work it does

What will SSAB do to make this happen

- Review the support that is already in place for people who feel socially isolated.
- Raise awareness of support that is already in place for people who feel socially isolated
- Understand the impact of Social Isolation
- Support the most vulnerable and hard to reach people
- Make sure that the signposting to the services available is accessible
- Maximise the funding sources that are available for groups, where possible
- Prevention - tackling isolation will be included in all the preventative work (Prevention is a priority area of the next 3 year plan)
- Communication and engagement - this work will identify the best ways to reach out to isolated individuals in the community
- Assess the impact of isolation on vulnerability to better understand the impact of social isolation and how this impacts on people's safety
- Learning from cases - the Safeguarding Adults Review Panel will consider issues of isolation in referrals made to the panel
- Community Group funding - CVS are funded to support smaller community groups with funding applications. They have a 'funder finder' service which looks to identify various funding streams that the group could apply to. Services should be registered to CVS to make sure that they get the right support to develop their policies / approaches to apply for the funding.





- Greater Manchester Fire Service consider isolation in their safe and well checks
- Mental health services are being commissioned to address issues of isolation

Theme 4 Improving safety for adults at risk in the home

What you told us

“Carers seem to have information about scams, cold callers etc. It’s the people who are just getting dementia that are most vulnerable.”

“Need to alert more people about scams.”

“Vulnerable people are vulnerable to financial exploitation.”

“A lot of people are not on the internet.”

“Wouldn’t know where to turn to for falls prevention”

“People need home visits in order to feel safe”

“Needs to be more information about How to Stay Safe.”

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What SSAB priorities are

Safety in the home will be a core strand to work we do in the following areas:

- Financial abuse & scams
- Self-neglect
- Domestic Abuse
- Hate crime
- Application of Mental Capacity Act

What will SSAB do to make this happen

- Identify ways to support vulnerable adults to feel safer in the home setting





- Raise profile/awareness of how to deal with Financial abuse/scams
- Raise awareness of how to keep safe from financial exploitation or other forms of abuse in the home

Work in these areas will be done together with the safeguarding children's board and the Community Safety Partnership

Theme 5 Improve safety for adults at risk outside the home

What you said

"Great Community Police presence (PCSO's), find them very helpful, this needs to continue."

"There needs to be a bigger visible police/PCSO presence."

"I don't feel safe walking in the area."

"I always feel a bit intimidated coming out after dark."

"Neighbourhood Watch schemes seem to be less visible and more online these days"

"There doesn't seem to be much along the lines of neighbourhood watch anymore."

"Building safer communities"

"Domestic violence and protection of adults and children involved."

"Feel safe in big groups, friends & family make us feel safe."

What SSAB priorities are

List ways to support vulnerable adults to feel safer in their environment (community outside) setting.

Build on existing partnerships and find further ways of improving safety outside the home.

What will SSAB do to make this happen

- Improve Communications





Much of the work outlined in the first theme about raising awareness of safeguarding issues and keeping yourself safe will improve safety for adults outside the home (see 1. Above)

- **Run Targeted campaigns**

A communications strategy will be developed across the three partnership boards, including community safety and safeguarding children. This will help us to target campaigns and messages.

- Community Safety Partnership will get the public's views on making the external environment safer.





5. General Principles

General principles that will inform all of the SSAB's work in the coming 3 years are:

- On-going community engagement about the work of the Safeguarding Adults Board
- Ensure that the voice of the service user informs everything we do
- Improve the quality of engagement with all partners and sections of the community to strengthen adult safeguarding in Salford
- Respond effectively to safeguarding concerns

Demonstrate how the SSAB is making a difference

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6. Concluding notes

Thanks to all groups who took part in the engagement sessions and took the time to tell us their views on Safeguarding Adults in Salford.

SSAB have some ambitious plans for our work over the next 3 years. They look forward to hearing your views about this work.

Please see their one-page strategy for more information on the identified priorities for the coming 3 years.





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