

## Luton Adult Social Care

### Agency achievements and challenges

Adult Social Care (ASC) has seen continued demand for responding to safeguarding concerns. Numbers received are slightly down on the previous year - attributed to a more robust initial review process directing 'concerns' not evidencing safeguarding to more appropriate pathways before formal logging as 'safeguarding' – but there is relative consistency with recent years which is positive. Feedback from practitioners indicates ongoing growth in complexity with many adults at risk reported as experiencing multiple categories of safeguarding concerns and/or evidencing multiple vulnerabilities requiring a robust inter-agency approach.

At 10% the 2023/24 the conversion rate from concern to s.42 enquiry is consistent but remains low. Luton's current process does not count MASH enquiries – often considerable - as a reportable 'conversion'.

There is not a nationally mandated process, but many Local Authorities (LA's) count any post triage work as an enquiry, thus a higher conversion rate. Review of Luton's safeguarding process is in train for 2024/25 and implementation would likely increase the reported conversion rate.

Notable Improvements:

#### Innovated Training Programs

The LA maintained and extended comprehensive training programs for staff, ensuring all team members are well equipped to recognise and respond to signs of abuse and neglect.

A refreshed ASC Training Matrix was developed in 2023/24 providing enhanced tracking for refresher courses and specialised training for reporting and managing safeguarding concerns. The training schedule represented the core safeguarding requirements and was boosted by specific tailor-made trainings informed by thematic analysis of concerns received into safeguarding and learning from SARs.

ASC took forward training and professional development initiatives across the social care workforce, raising awareness and further supporting staff via enhanced knowledge and skills to promote holistic management of complex cases. Examples include:

- Commissioned enriched Luton focused Safeguarding Adult Manager (SAM) training from SCIE delivered to all ASC managers and Advanced Practitioners plus representation from Mental Health colleagues.
- Delivery of bespoke training on 'Back to Basics', to support front line staff and other practitioners to reflect on the six safeguarding principles and embed Making Safeguarding Personal (MSP). Other training has included Mental Capacity, focusing on Executive Capacity, Hoarding and Self Neglect which was in response to recommendations from SARs for example Adult D, Adult C SARs.
- Roll out of enhanced trainings such as mandatory Oliver McGowan training across the LA and 'Blue Light' training relating to working with high intensity dependent drinkers.
- ASC hosted its first weeklong 'Festival of Learning' for practitioners which included significant safeguarding, whole family and partnership working content.

## **Luton Adult Social Care**

### **Agency achievements and challenges**

#### **Safeguarding Awareness Raising**

Directorates including ASC Housing, Children's Services and Public Health worked in partnership, alongside external partners such as the Integrated Care Board (ICB) to conduct outreach programs including, workshops to support the wider social care workforce in care homes, supported living establishments, community safety partnerships and the VSCE. The were workshops focussed to support understanding and application of the principles of the mental capacity legislation, identifying and reporting abuse concerns. Other workshops were very specific, targeted to support providers on how to refer into safeguarding and what information is pertinent to a good referral. Plus, support residential/nursing providers better understand their accountability for Deprivation of Liberty (DoLS) referrals.

#### **Collaborative Partnerships & System Building**

ASC has continued to prioritise creating stronger partnerships with internal partners such as Housing/Rough sleeping team and external partners across Health, Bedfordshire Police, Bedfordshire Fire and Rescue service and community organisations to spearhead a cohesive and comprehensive safeguarding network. The following are partnership arrangements that ASC has supported this year and, in most instances, led on:

- (Provider) Safeguarding information sharing
- ASC & Mental Health (ELFT) Monthly S.42 Oversight
- Luton Cuckooing Group
- Vulnerable Women's Group
- MARAC
- Rough sleeping complex needs forum.
- CASPA (Critical Adult Safeguarding Protection Arrangements)
- Pan-Bedfordshire Safeguarding steering Group

ASC were consistently represented, frequently at a multi-faceted and presentational level, at all LSAB Sub-groups, Task & Finish and Development groups and additional meetings, alongside the overarching Board.

Housing and ASC partnered to recruit a specialist homeless prevention social worker who now undertakes targeted work with some of Luton's most high-risk vulnerable adults to prevent homelessness and rough sleeping.

Similarly, ASC and Public Health have worked with Drug & Alcohol services to recruit a co-located post that has improved information sharing and joint working on clients with dual diagnosis.

ASC resourced and recruited a Strategic Safeguarding Social Worker to pro-actively deepen joint working with the Commissioning Services' Quality Team to enhance a preventative/early intervention approach to Provider related concerns and to improve assurance and confidence building in the local care market

All of these initiatives are strength based and person-cantered strategies that encourage establishing and working to achieve the Adult's desired outcomes.

## **Luton Adult Social Care**

### **Agency achievements and challenges**

LA services pro-actively supported campaigns and initiatives relating to 'Ending Rough Sleeping', 'World Mental Health Day' World Learning Disability week

#### **Client centred Approaches**

ASC expanded Quality Assurance (Q&A) Activity with refinement of quarterly team audit reporting (underpinned by ASC's Quality Assurance Framework), synchronizing this activity such as Complaint Responses and developing a separate specific internal safeguarding audit that enabled increased scrutiny of the quality of social care interventions and assessment of interagency working. Areas of Q&A include the expectation of MSP in all safeguarding interventions.

The LA commissioned a new Advocacy provider to enable increased facilitation of advocacy, meet statutory requirements and ensure vulnerable people receiving community support services are represented and supported. The new provider is also supported the LA with co-production events/activities as part of its social value offer.

#### **Policies and procedures**

Luton Council worked collaboratively with Central Bedfordshire and Bedford Borough and the Strategic Business Units to develop and launch the new Pan-Bedfordshire Safeguarding Policies & Procedures via the Tri.x digital platform.

ASC has led on additional new safeguarding protocols and processes. These include:

- PiPoT procedures for Luton
- Luton Falls Guidance
- Luton Hoarding procedures & Panel
- CASPA procedures
- Review of adults Adult MASH guidance

#### **Data collection and analysis**

The Safeguarding Adults Collection (SAC) report for 2023/24 demonstrated positive trends such as increased receipt of Domestic Abuse and Sexual Exploitation referrals, historically considered to be underrepresented and a decline in self-neglect concerns. The vast majority of safeguarding enquiries recorded an outcome of 'risk removed' or 'risk reduced'.

ASC progressed work on the development of a new monthly safeguarding scorecard which will better support insight analysis of safeguarding activity and performance as well as any emerging themes or patterns.

#### **Successful Cases interventions**

## **Luton Adult Social Care**

### **Agency achievements and challenges**

The Local Authority achieved notable positive outcomes in numerous safeguarding cases over the past year. This was supported by increased knowledge and awareness specifically in relation to adults who services struggle to readily engage, utilising the Multi Agency framework and triggering the escalation protocol.

#### **CASPA (Critical Adults Safeguarding Partnership Arrangements)**

The LA instigated CASPA, securing grant funding to recruit a dedicated CASPA Coordinator and developing the Terms of Reference and pathway. CASPA is a platform for robust multi-agency communication and intervention for Adults in Luton assessed at a critical safeguarding risk – I.E. at imminent risk of death or serious harm. Typically, this is a cohort of adults with multiple vulnerabilities and where other attempted interventions have failed. By design it is creative, and fluid maximise opportunity for professionals to work in partnership with the adult to stabilise the situation and mitigate risk.

#### **Hoarding panel**

The LA implemented Luton Hoarding Procedure, established the multi-agency panel and secured additional resource for prevention and enablement workers. The Luton multi-agency Hoarding Panel has been established in response to hoarding cases, held by the various agencies across Luton. The initiative promotes wellbeing and seeks to reduce risk of harm. It is recognized that hoarding behavior may impact on a person's Wellbeing and can trigger risks, hazards and concerns such as: fire, near miss fires, physical and mental health decline, environmental health, welfare issues, access to premises, engaging with the adult/mental capacity concerns, suitability of housing and, overall, neglect or self-neglect. The panel went live in October 2023

#### **Recognition and Awards**

Work undertaken by ASC, Housing and Children's Services in December/January 23/24 was recognised with a Luton Excellence Award. This was the outcome of work related to Modern Slavery that the Council with other statutory partners such as Bedfordshire Police, Home Office and voluntary sector agencies. Luton's work has subsequently informed other LA's and national policy direction.

#### **On street sex working**

Public Health worked in partnership with The University of Bedfordshire and the Police to support a study on street sex working in Luton. The study has led to a solid partnership commitment to reduce harm and impact from on street sex exploitation for the people (particularly women) directly involved and for the wider community in Luton. ASC, VSCE, drug and alcohol and other statutory and community partnership groups commenced involvement with the ongoing work to provide prevention and early intervention to those at risk of on street sex exploitation. The partnership has strengthened the approach to intervene early and to support vulnerable persons away from perpetrators and safeguard them from exploitation.

#### **Domestic Abuse Plan**

The LA is responsible for implementing the Domestic abuse strategic plan via the Local Strategic Partnership board. In this regard the Local Authority has:

- Ensured that all areas of front-line staff are trained in Domestic Abuse and understanding traumatic experiences.
- Ensured there is the right knowledge and services in place to meet the needs of all victims

## **Luton Adult Social Care**

### **Agency achievements and challenges**

- Strengthened the response to challenging, disrupting and holding perpetrators to account
- Ensured the voice of victims including Children affected by DA is heard and that they are supported.
- ASC are a key partner to the Local Strategic partnership board and will continue to work creatively with partners to utilise all strategies available to upskill the workforce to promote a holistic response to domestic abuse.

The achievements highlighted demonstrates Luton Council's commitment to protecting vulnerable adults, continuously improving practice and fostering a safer community

### **How are you gathering feedback from vulnerable adults who have received safeguarding interventions?**

**There are various mechanisms used to gather feedback from vulnerable adults: These include**

#### **Feedback Forms**

ASC have a simple feedback form attached to the safeguarding Enquiry Form. These are sent or gone through with adults who received safeguarding interventions at the end of the enquiry, giving them an opportunity to have a say on the service received and on whether the interventions had been able to reduce risk and make them feel safe.

#### **Annual survey**

The LA operates a mandatory annual survey that covers the breadth of ASC recipients. The survey has key questions on safeguarding, allowing people to report if they feel safe and supported by the local authority services.

#### **Advocacy services**

The LA has engaged Community Connect, an independent advocates service. Advocates from Community Connect are independent and available at request. Those receiving safeguarding interventions are able to share their feedback via the advocates.

#### **Co-production/Stake-holder Engagement**

ASC has provided lead support to the implementation of the LSAB's Co-Production Sub-Group. Whilst it is acknowledged that this group currently consists of 3<sup>rd</sup> sector agencies, rather than adults with lived experience, it has provided a channel of communication between ASC and agencies who often have more direct contact with adults with lived experience. Development of the group is ongoing.

ASC developed and appointed a Co-Production Officer as a dedicated centralised lead to the golden thread of Co-Production that runs through the Strengthening ASC Programme that commenced this year.

<b>Luton Adult Social Care</b>
<b>Agency achievements and challenges</b>
<p><b>How are you involving the VCSE and ensuring their role in coproduction</b></p> <p>ASC has been a key driver for the development of the LSAB's Co-Production Sub-group, working with third sector agencies to establish membership, draft the Terms of Reference and supported as co-chair whilst the VCSE based chair established.</p> <p>Via the group ASC have worked actively with VCSE colleagues to support embedding more consistent safeguarding policies and procedures across VCSE agencies. Safeguarding referrals from VCSE colleagues have also been reviewed in partnership to inform the initial enquiry process undertaken by MASH and how the quality of referrals could be improved.</p> <p>This dovetails with ASC's single agency work-streams to improve meaningful feedback mechanisms for adults who have experienced safeguarding concerns, their families and carers.</p>
<p><b>How has your agency and the Partnership focused on prevention and early help?</b></p> <p>The Adult MASH continued to provide frontline safeguarding support/interventions - receiving all safeguarding referrals for robust initial enquiry, provision of advice and guidance and directing interim safeguarding and protection arrangements.</p> <p>The MASH actively engaged referrers to promote understanding MSP and referral/initial enquiry processes and advocates a strength based and preventative approach to keeping people safe.</p> <p>The LA engaged effectively with Pan Bedfordshire safeguarding arrangements which supports guidance and professional development to the workforce and partner agencies. The arrangements encourage joint working across Bedfordshire to improve policies and procedures that support a person centred and preventative approach in the partnership response to allegations abuse, harm and neglect.</p> <p>Additionally, specialist MDT panels/Meetings have further established. For example, ASC's MASH team and Housing's Rough Sleeping Team regularly meet frequently with Bedfordshire Police to support preventative and early help mechanisms within adult safeguarding.</p> <p>The LA has invested significant resources in improving the accessibility of safeguarding protections through the provision of targeted training and procedures. The LA has taken forward new safeguarding initiatives such as CASPA and the Luton Hoarding panel, both hosting them and in providing the primary resources. Both arrangements promote continuous collaborative working, joint risk assessment and planning across the safeguarding partnership as core tenets.</p> <p>ASC and Housing have partnered to develop enhanced low support accommodations in Luton. This provision is an early help strategy for adults with multiple needs/vulnerabilities that could escalate without stable accommodation and some additional support.</p>
<p><b>How can your agency and the Partnership further develop and improve to assure itself that vulnerable adults are safeguarded effectively?</b></p> <p><b>Quality Assurance</b></p> <p>ASC has developed and recruited new roles including a Quality Assurance, Audit &amp; Practice Improvement Manager and two Quality &amp; Professional Standards Consultant Practitioners as part of further development of ASC's wider Quality &amp; Assurance activity. This includes refinement and expansion of ASC's Quality Assurance programme which includes robust mechanisms for monitoring and evaluating safeguarding practices and includes planned regular audits, case reviews</p>

## **Luton Adult Social Care**

### **Agency achievements and challenges**

and feedback from service users. The team has enhanced links with business intelligence and ICT to utilise data and specialised information technology tools to improve reporting and tracking of safeguarding incidents ensuring information is more accurately recorded and easily accessible.

#### **Ongoing Training and support on regulatory and legislative compliance.**

The LA remains engaged and informed about changes in legislation and regulations related to safeguarding. Whilst there have not been significant changes to legislation, the new CQC inspection regime for Adult Social Care has commenced and preparation dovetails with business-as-usual compliance and improvement workstreams. Linking with Pan-Bedfordshire Safeguarding Tri.x platform. ASC's Manual's and Procedures have been redeveloped and digitalised via the Tri.x platform this year. These manuals, together with the Provider Handbook went live in March 2023.

#### **Cultural competency and inclusion**

ASC has ensured that safeguarding practices are culturally competent and inclusive, recognising and respecting the diverse backgrounds and needs of the people using the service. Recruitment of staff continues to reflect the diversity of the area we serve. ASC has continued to support training to support the workforce and partners on cultural competences and promote EDI (equality diversity and inclusivity).

#### **Community Engagement and support networks**

Working with VSCE and other local groups, ASC has promoted the empowerment of vulnerable adults. The enhanced advocacy offer better ensures the voice of adults using the service is enabled to express themselves and improve representation at service development level.

Information technology, VSCE and advocacy services have been utilised to disseminated wider information about support services, people's rights and how to recognise abuse and keep safe. Safeguarding interventions are audited and reviewed to ensure the voice of adults (*Making safeguarding personal*) at risk is integral to the work of supporting them to keep safe. ASC's Prevention & Enablement Team continue to innovate strength's based partnership working with adults, carers and families and seek to maximise and build community assets.

#### **Interagency collaboration**

The Council actively strives to promote collaborative cross agency working. Workstreams this year included review of information sharing and escalation protocols to facilitate timely and effective communication between agencies and development of the Luton Fall's Procedure.

### **What evidence is there that demonstrates the work of the Partnership has impacted on the lives of vulnerable adults and their families and of your agency's contribution to this**

Notable improvement in safeguarding outcomes:

**Risk reduction outcome:** There was a quarter by quarter increase of 'risk reduced' as a safeguarding outcome across the reporting year.

**Risk Removed outcome:** Also evidenced a quarter by quarter increase.

<b>Luton Adult Social Care</b>
<b>Agency achievements and challenges</b>
<p>CASPA has instigated active plans, multi-agency risk assessments, appointed Lead Responsible Officer and supports ongoing MDT input for the vast majority of the cohort.</p> <p>Hoarding panel supported 5 out of 9 cases to successfully reduce risk to the extent they could close to the panel.</p> <p>Ongoing collaborative initiatives around Rough Sleeping has supported a significant number of long-term rough sleepers into accommodation and to better access support in accordance with their needs. Housing and ASC jointly developed and recruited a new homeless prevention worker to further this work.</p>

<b>Bedfordshire Hospital Trust</b>
<b>Agency achievements and challenges</b>
<p>When reviewing hospital activity and its effectiveness against the Boards key priorities in 2023-24, each area has been separated below to allow discussion in detail:</p> <p><b><u>Domestic Abuse</u></b></p> <p>Bedfordshire Hospitals consist of two sites currently due to a previous merger between Bedford Hospital and the Luton and Dunstable Hospital. Safeguarding Teams are present on both sites, with each site having a designated lead for safeguarding within Adults, Midwifery and Paediatrics. In addition to this, the Trust has 2 IDVAs in place from victim support on each site.</p> <p>Domestic abuse Training is available in various forms. This can be completed as a standalone training package online, face to face or via generic safeguarding training at all levels.</p> <p>The Trusts safeguarding teams have individuals trained whom complete risk assessments and protection planning with individuals suffering from Domestic Abuse. In addition to this staff are also trained on how to respond to Domestic Abuse with certain areas such as Maternity and the Emergency Department receiving a higher level of training due to increased numbers of Domestic Abuse cases seen in those areas.</p> <p>Domestic Violence packs are readily available in all clinical areas. These packs are to supports staff with materials/ risk assessments and contact numbers etc. they may require when dealing with a case. These packs also include fact sheets/ supportive advice for staff on how a victim can stay safe within a domestic abuse relationship or of they chose to leave relationship.</p>



## **Bedfordshire Hospital Trust**

### **Agency achievements and challenges**

In addition to this, the Trust commissions the use of Lip Balms that are stocked in various areas of the hospital such as the safeguarding office, A&E, Maternity and paediatrics. These Lip Balms have the number of the National Domestic Abuse Helpline secretly embedded into the bar code of the product and are given to victims that may return to an area whereby they are suffering from Domestic Abuse.

The team are also in receipt of mobile phones whereby one can be given to a victim fleeing from abuse as a mode of maintaining contact with professionals and family etc.

Finally, the Trust has a Domestic Abuse Clinic available each week. This was commenced as a pilot in June 2021 in response to the Trust safeguarding teams not being able to access victims that attended hospital out of hours/ weekends. An appointment is made with the individuals consent by the treating professionals for them to return to hospital. During this appointment and if safe to so, they would be met with a safeguarding professional, a clinician and IDVA (if consent gained). A full assessment/ review can take place with appropriate risk assessments and onwards referrals completed.

This was made permanent and also expanded to cover Bedford hospital over the past 12 months. IN addition to this the Trust have also become DA hubs within the past 12 months. This allows individuals to attend hospital and seek support for DA despite not being a patient at that time.

The trust has been recognised formally for their DA practice within the past 12 months by receiving award nominations alongside good practice noted within local DHRs.

### **Emotional Wellbeing and Mental Health**

All patients that present to the Emergency Department with an acute mental health issue will be referred to the onsite psychiatric liaison team (PLS) and reviewed if deemed appropriate.

Depending on the risk assessment, the person will be either discharged from the department and followed up in community or admitted if further assessment or medical treatment is required.

The Safeguarding Team are made aware of those patients sectioned under the MHA alongside any complexities, or frequent attenders and oversee their hospital journey. PLS and the safeguarding team have a good working relationship and regularly review cases whereby learning has been identified.

### **Training**

The emotional wellbeing of patients with mental health concerns and how this can at times interact with safeguarding via case scenarios are discussed in Level 3 Safeguarding Training. The trainers also link mental health scenarios to possible exploitation and remind staff that many adults attend hospital with suicidal ideation, self-harm or overdose as a result of trauma.

## **Bedfordshire Hospital Trust**

### **Agency achievements and challenges**

The Hospitals Perinatal Mental Health Team provides regular perinatal mental health study days aid the understanding of how mental health issues can impact parenting and pregnancy.

#### **Parents with Mental Health Issues**

It is embedded into training that various parental issues may affect their parenting capacity and that mental health may be an area where this can happen. The “Think Family” approach is embedded into practice. If an adult attends/ is admitted into hospital due to a mental health crisis, they will be asked if they have dependent children and what support they have from family and services.

Information sharing forms will also be sent to the safeguarding team, and a CSC referral will be made if necessary by the appropriate professionals.

Women where perinatal mental health concerns have been identified during pregnancy are offered a referral to the perinatal mental health team for ongoing support. The perinatal mental health midwives support with all pregnant women known to have mental health concerns.

Women also have access to the OCEAN service. This supports emotional and psychological support for those that have suffered pregnancy/birth trauma or loss. Woman do not have to be under maternity services to engage in this service

When a male is admitted with a mental health crisis or needs admission, it is more difficult to ascertain whether he is a father, and if he lives with his children. Women usually link to their children on the hospital systems or Summary Care Record if their child was born in the UK.

If a male is unwilling to give this information, or too unwell and has no one with him it can be difficult to obtain this information.

As a result of this gap, the safeguarding team added this topic to their training for both adults and children’s safeguarding. As a result, we are now seeing an increase in referrals sent to the team whereby concerns have been identified for a child or children.

#### **MSP – Making Safeguarding Personal**

The Trust emphasises the importance of ‘Making Safeguarding Personal’ which aims to develop an outcomes focus to safeguarding work, and a range of responses to support people to improve or resolve their circumstances.

The Trust encourage staff to engage with people about the outcomes they want at the beginning and middle of working with them, and then ascertaining the extent to which those outcomes were realised at the end.

The Trust safeguarding team deliver training on MSP which informs staff when there are any concerns raised regarding a vulnerable adult at risk, the response should be person-led and outcome focussed.

## **Bedfordshire Hospital Trust**

### **Agency achievements and challenges**

Staff regularly engage patients in a conversation about how best to respond to his/her safeguarding situation in a way that enhances involvement, choice and control as well as improving quality of life, wellbeing and safety.

At the earliest opportunity, the adult at risk is asked what they want to happen alongside what their desired outcomes are.

This is evidenced within the safeguarding referrals within the trust alongside the provider led enquiries.

In addition to this, the Safeguarding Team remain operational and also support this when regularly reviewing patients within their care whilst supporting staff to achieve this outcome.

#### **Cyber Crime**

Bedfordshire Hospitals NHS FT are dedicated to minimising the risk of cybercrime for our patients. The Trust supports UK law enforcement and the safeguarding children and vulnerable adults by identifying concerns of this nature and working directly or in partnership with local and national teams as required.

This internal safeguarding team continue to support and train staff about this particular subject which include areas such as domestic cyber abuse including revenge pornography, terrorism, disability hate crime, child sexual offences and fraud etc.

This training is included within the mandatory safeguarding training packages alongside ad hoc sessions provided by the corporate safeguarding team.

Referrals of this nature are processed following internal safeguarding procedures and responded to, based on their individual need.

The Trust have a Communications Team who oversee the hospitals social media.

In addition:

- There are restrictions on all hospital computers/ devices that prevent access to inappropriate material. (firewalls)
- A social media Policy is in place for Staff.
- Sexual Health – 1:1 protective work includes ‘keeping safe on the intranet’ with vulnerable patients.
- Restrictions/supervision as appropriate for patients using hospital iPads.
- Information is also available via the safeguarding team for staff whereby keeping safe on the internet is a topic that is regularly included.
- The Trust has previously taken part in Fraud awareness week
- The Trust have a cyber-security incident management policy.

## Bedfordshire Hospital Trust

### Agency achievements and challenges

#### Learning from reviews

To support the NHS to further improve patient safety, Bedfordshire Hospitals have implemented the new Patient Safety Incident Response Framework (PSIRF). PSIRF is a key part of the NHS Patient Safety Strategy which was published in July 2019 and aims to; help the NHS to improve its understanding of safety by drawing insight from patient safety incidents, outline how providers should respond, and when a patient safety incident investigation should be conducted.

Developed nationally to respond more effectively to patient safety incidents, PSIRF replaced the previous Serious Incident Framework (2015) and represents a significant shift in the way the hospital responds to patient safety incidents.

Learning identified for the hospital from enquiries, DHRs and SARs etc. is sighted through this process and actions and recommendations monitored by the quality and governance teams alongside the internal safeguarding team.

This ensures robust assurance arrangements are in place alongside trust oversight, particularly in those cases whereby there may be a context of wider learning.

The Joint Adult and Children's Safeguarding Committee is responsible for disseminating and monitoring information from Luton and Central Bedfordshire/ Bedford Borough Councils Safeguarding Adults Board (LSAB/CBC/BBC SAB) and Safeguarding Children's Board (LSCB).

This includes learning from SARs, CSPRs and DHRs alongside individual safeguarding cases. These are presented and discussed within the meetings.

Alongside the SAB priorities, the Trust also had the following internal priorities:

- Continued with the delivery of Safeguarding Adult Training to increase training compliance, skills and knowledge base across both hospital sites.
- Reviewed the model (including capacity) of both hospital sites Safeguarding teams to ensure appropriate resource levels to meet the increasing complexity of safeguarding activity within the hospitals.

Certain pathways, processes etc. have changed or been developed as a result of this learning. Some of which are discussed above and also listed below.

#### ***Implementation of the following also took place in 2023/24 to support the SAB Priorities:***

- Oliver McGowan Training for Learning Disability and Autism
- 16 Days of Action programme
- Commenced training for nursing/ midwifery students at the University of Bedfordshire
- Implemented a frequent attenders Safeguarding Review panel.

## Bedfordshire Hospital Trust

### Agency achievements and challenges

- Supporting the development and implementation of the multiagency falls protocol for safeguarding.
- Aligning of pathways/ systems/ data collection and training for both adult safeguarding, Dementia and Delirium across both sites.

#### ***Successful funding and Implementation of the following services also took place during 2023-24:***

- ED Navigators
- Delirium co-ordinator
- Alzheimer's support worker

#### ***Development of the following cross site guidance/ policies etc. were completed in 2023/24:***

- New Guidance on staff allegations
- New Restraint Policy including the development of new risk assessments, care plans, reporting tools etc.
- Domestic Abuse Policy
- CDOP Policy
- Learning Disability Policy
- Learning Disability Strategy
- Service Level Agreement for the MH Law Office
- Completion of robust job descriptions for named doctors for safeguarding

#### ***The team have also presented at regional and national forums regarding hospital safeguarding procedures deemed as good practice. These included the following:***

- Bedfordshire DA and MVAWG conference
- EoE Crossing pathways: integrating best practice within health and DA
- EoE Foundation in Paediatric Surgical Nursing

#### ***Training:***

The team developed 2 specialist safeguarding conferences on DA and exploitation within the Trust whereby over 200 staff attended in total.

The team were also involved in the University of Bedfordshire research programme for on street sexual exploitation.

## **Bedfordshire Hospital Trust**

### **Agency achievements and challenges**

In relation to mandatory training the following compliance percentages were noted as of the 31.03.2024.

- Level 1 – 92%
- Level 2 – 90%
- Level 3 – 89%
- Basic Prevent Awareness training – 92%
- Healthwrap 3 – 91%

#### ***Recognitions received in 2023/24:***

- Two East of England Celebration excellence in experience awards – Hope Boxes
- Two Bedfordshire Domestic Abuse Partnership & High Sheriff of Bedfordshire Recognition Awards – outstanding practice in DA

### **How are you gathering feedback from vulnerable adults who have received safeguarding interventions?**

All information relating to a patients' interactions, views and wishes are recorded within their existing medical and safeguarding records. This information is also shared when appropriate, with the professionals involved in the patients care to ensure robust risk assessments and care plans are created that allow the voice of the adult to be at the centre of our involvement.

A member of the Safeguarding Team attends subgroups alongside other meetings whereby patient's views and wishes are used to inform other professionals of their views.

Adults and Young People who have accessed hospital services for this reason have played an active role in service development, alongside representing their peers at meetings.

Finally, the Trust actively seeks feedback from all patients that have accessed hospital services. This includes adults, carers, parents and young people whereby they would be able to give feedback independently. This information is then collated and used to improve services in the future as well as identifying good practice that could be replicated elsewhere.

### **How are you involving the VCSE and ensuring their role in coproduction**

The voluntary, community and social enterprise (VCSE) sector is an important partner for statutory health and social care agencies and plays a key role in improving health, well-being and care outcomes.

## **Bedfordshire Hospital Trust**

### **Agency achievements and challenges**

These organisations improve health outcomes and tackle health inequalities not only by delivering services but also by shaping their design and advocating for, representing and amplifying the voice of service users, patients and carers.

Co-production is one of the Trusts key priorities and commitments for 2024/25.

Bedfordshire Hospitals are currently developing a Trust wide structure to deliver coproduction in adult inpatient.

The Trust also work with the Neonatal Maternity Voice Partners (NMVPs) to coproduce and improve service delivery.

Discharge planning continue to work closely with care providers to deliver and implement changes for service improvement.

The Trust also have external services whereby they are commissioned to be based within the hospital. These services regularly support in the development of policies, procedures and pathways. Some of these services include the following:

- Mental Health (ELFT)
- Learning Disability (ELFT)
- Victim Support
- Alzheimer's Society
- Cambridge Community Services
- St Giles Trust.
- Local LA's
- Blossom Volunteers
- Forget me not Volunteers
- Resolutions

These organisations have supported the improvement of health outcomes in not only delivering services but also shaping their design and advocating for, representing and amplifying the voice of service users, patients and carers.

## BLMK ICB

### Agency achievements and challenges

#### Domestic Abuse

- There has been a lot of positive work undertaken in respect of training and upskilling our GPs in recognising and responding to disclosures of Domestic Abuse. It is well recognised from our SAR/DHR reviews that Primary Care play a key role in terms of managing disclosures of domestic abuse and it is vital that they know where and how to signpost victims.
- Current Areas of Work.
- Members of DALPG steering group for Chrysalis centre and support given from ICB around this initiative

**Level 3 Safeguarding training workshop for GPs:** focusses on spotting the signs of DA so doctors are reminded to be alert to the possibility of DA and aware of their duty to safeguard patients.

- External Speakers from the DALPB attend these workshops and give valuable insight and helpful tactics to aid exploration of possible signs of abuse.
- There is a Q and A session which is interactive and focusses on how and when to make a MASH referral and the duty where children are involved.
  - These sessions are very well received which is reflected in direct feedback from the practise along with increased contact to the safeguarding team to discuss cases.

**Primary Care Safeguarding Support Visits** are undertaken by the safeguarding team (Adults and Children designates) across Luton. Assurance is gained that policies are in place for DA and advice and support is offered should there be any queries.

- Work continues around nominating a Domestic Abuse Champion to every practise. (Many practises have appointed one).
- These visits are face to face and work well due to the physical round the table discussion. They offer a chance to have in-depth conversations and gain assurance around DA concerns and best practise.

#### Implementing Learning from SARS

- Supporting providers where there is a system barrier to protecting vulnerable adults from harm.
- Disseminating learning from SARs across the ICB through case discussion
- Safeguarding Supervision
- Inclusion of Learning at GP forum, GP safeguarding visits and through online safeguarding training.

#### Emotional wellbeing and Mental Health



<b>BLMK ICB</b>
<b>Agency achievements and challenges</b>
<ul style="list-style-type: none"> <li>Establishment of a Luton Place Network team meeting This is an opportunity to share projects around population wellbeing, working with the institute of health equity to create a health equity town (Marmot principles) focusing on emotional wellbeing involving statutory, voluntary sectors along with stakeholders.</li> <li>GP health hubs</li> <li>Supported outreach clinics.</li> <li>Working in partnership with Resolutions</li> </ul> <p><b>Cybercrime</b></p> <ul style="list-style-type: none"> <li>Advice provided to GPs on recognising and responding to concerns around cybercrime e.g.</li> <li>Radicalisation of the vulnerable adult/child in the online space</li> <li>Upskilling on recognising signs of online grooming</li> </ul> <p><b>Making safeguarding personal</b></p> <ul style="list-style-type: none"> <li>Advice and support to primary care on what a good MASH referral looks like in keeping with MSP.</li> <li>Partaking and contributing to MAAG audits where MSP is a theme.</li> </ul>
<b>How are you gathering feedback from vulnerable adults who have received safeguarding interventions?</b>
Through Provider agencies performance targets
<b>How are you involving the VCSE and ensuring their role in coproduction</b>
VCSE have invitation to attend whole place Luton Network meeting to collaborate and work in partnership around meeting the needs of vulnerable adults in Luton
<b>How has your agency and the Partnership focused on prevention and early help?</b>
Supporting MASH process and supporting MASH practitioners where there is need for early help and prevention. Training and development days focussing on recognising harm e.g. Self Neglect and interventions required to mitigate harm at the earliest opportunity
<b>How can your agency and the Partnership further develop and improve to assure itself that</b>
Continue multi agency collaboration sharing best practises and experiences between different organisations to gain insights into Vulnerable adults needs. Improve embedding of "Think Family agenda" during training delivery. Continue to work on developing relationships across the partnership.

<b>BLMK ICB</b>
<b>Agency achievements and challenges</b>
<b>What evidence is there that demonstrates the work of the Partnership has impacted on the lives of vulnerable adults and their families and of your agency's contribution to this?</b>
<p>Supporting Work within the MASH, supporting care homes and the families of adults concerned.</p> <p>Partnership working with resolutions to support the "Think Family" approach.</p> <p>Self-Neglect Work and considering the "Think family" approach i.e. some vulnerable adults also have caring responsibilities.</p> <p>Supporting with reviewing safeguarding policies e.g. BHFT.</p>

<b>Bedfordshire Police</b>
<b>Agency achievements and challenges</b>
<ul style="list-style-type: none"> <li>• As part of our initial response by patrol to vulnerability, learning disabilities are flagged and taken into consideration when prioritising and dealing with crime. We take into consideration aspects such as autism when planning how to engage with victims and an assessment of their needs and whether additional support Eg intermediaries are required.</li> <li>• Scrutiny panels exist in Beds police where cases are reviewed. Where there is learning and themes around outcomes or progression of cases these are recorded and flagged to the relevant departments. PPU Hub take part in weekly adult safeguarding meetings across pan beds where any themes or issues raised are shared for fast time learning where individual cases are reviewed.</li> <li>• Beds Police have an annual delivery plan that focuses all officer/staff on our own priorities and hot to work together to achieve these. In the last year this has included vulnerability as an overarching theme which will incorporate vulnerable adults.</li> <li>• We have ongoing work in respect of improving our vulnerability strategy in line with national themes and guidance.</li> <li>• Bedfordshire Police have adopted a victim centred and suspect focused approach to handling domestic abuse (DA) crimes implementing significant changes in investigation management and victim safeguarding. Key aspects of these changes include:</li> <li>• High risk domestic abuse investigations now require review and sign off by a Detective Inspector.</li> <li>• The introduction of two officers to support the young workforce in the Emerald Team with investigations and safeguarding has seen an improvement in the quality of investigations leading to an increase in positive outcomes for the victim.</li> <li>• Bespoke training has been provided to officers joining the Emerald Team to provide them with the toolkit required to carry out effective investigation and make them aware of safeguarding options such as civil orders, DVPN's and Stalking Protection Orders etc.</li> <li>• A programme of CPD has been introduced for both investigators and Supervisors within Emerald to enhance their knowledge and skills.</li> <li>• DA Matters training has been delivered to police and HBA has been delivered to both police and partners raising awareness.</li> </ul>

<b>Bedfordshire Police</b>
<b>Agency achievements and challenges</b>
<ul style="list-style-type: none"> <li>• A joint focus between CPS and Bedfordshire Police on Evidence Led Prosecutions has been implemented to help vulnerable victims who cannot make the break from the offender.</li> <li>• The emerald proactive team was introduced in early 2024 focusing on outstanding offenders this is resulting increase in arrests and positive outcomes for victims</li> <li>• Perpetrator behaviour modification there has been a month on month increase in referrals to behaviour modification programmes at the Chrysalis centre from Bedfordshire Police.</li> <li>• victim engagement officers continue to work closely with victims throughout the investigation collaborating with the IDVA service to ensure all victim's needs are met.</li> <li>• These initiatives collectively aim to improve the handling of the cases enhance Victim Support and increase offender accountability within Bedfordshire.</li> </ul>
<b>How are you gathering feedback from vulnerable adults who have received safeguarding interventions?</b>
<ul style="list-style-type: none"> <li>• Victim Engagement Officers are now working within our Protecting Vulnerable People Investigation Teams and they will support the vulnerable adults throughout the period of the investigation. They will make relevant referrals to partner agencies that can assist throughout the judicial process.</li> <li>• Victim Satisfaction surveys are completed by our Victim Support services. Feedback is provided to officers and teams to ensure on-going learning.</li> <li>• Survivors voice training is being delivered to officers and staff across Bedfordshire Police allowing them to hear the accounts directly from the victim. Identifying any missed opportunities for intervention.</li> </ul>
<b>How has Bedfordshire Police and the Partnership focused on prevention and early help?</b>
<p><b>Implementation of Right Care Right Person</b></p> <p>Right Care Right Person is an operating model for police and partners, to ensure Mental Health &amp; Health calls for service are responded to by those with the right skills and expertise to provide the best possible service.</p> <p>Right Care Right Person includes;</p> <ul style="list-style-type: none"> <li>• Health &amp; Mental Health calls for service</li> <li>• Welfare checks</li> <li>• AWOL mental health patients</li> <li>• People who leave health facilities unexpectedly</li> <li>• Police use of S136 Mental Health Act</li> <li>• Police support to voluntary mental health cases</li> </ul>

<b>Bedfordshire Police</b>
<b>Agency achievements and challenges</b>
<p>The most significant impact of this change has been to partner organisations, particularly, the Mental Health Trust, Acute Hospital Trusts, Ambulance Service, Integrated Care Boards and Adult Social Care. They have worked with us to identify new solutions to be able to take responsibility for their health and social care related demand. They are now required to focus on Right Care Right Person through direction from the Dept of Health (in collaboration with the Home Office). Locally, strong executive stakeholder engagement has achieved positive support from local partners and the Urgent and Emergency Care Board has been formed and provides partnership governance for Right Care Right Person.</p> <p><b>Clare's Law</b></p> <p>Working together with partner agencies such as the IDVA service and BDAP has led to a change in process for Clare's Law. Since the change in February 2024 there has been significant increase in right to ask and right to know applications. Positive feedback has been received directly from individuals disclosed to allowing them to make informed decisions regarding their relationship status.</p>
<b>How can Bedfordshire Police and the Partnership further develop and improve?</b>
<p>Bedfordshire Police have a detailed Force Tactical Plan relating to OIC and MSHT which is overseen and led by a senior officer. The plan incorporates the '4P' strands of Prevent, Protect, Pursue, and Prepare. It incorporates a significant number of identified actions designed to focus on each area and ensure that Bedfordshire Police provide the best service in this area .</p> <p>Examples of actions that have been included within this plan are:</p> <ul style="list-style-type: none"> <li>• All uniformed Inspectors are to attend an OIC – 'Hydra' (interactive information feed) Training</li> <li>• Training Input is provided to all new recruits regarding OIC and MSHT</li> <li>• Training designed covering the NRM to be delivered to officers</li> <li>• Training designed regarding OIC to be delivered to officers</li> <li>• Implementation of a Proactive operation to deal with OIC (currently in development)</li> <li>• Promotion of relationship building and information sharing with partner agencies such as Immigration &amp; Border Force.</li> </ul>
<b>What evidence demonstrates the work has impacted on the lives of vulnerable adults and their families</b>
<p>Within Bedfordshire Police we have a Central Intelligence Bureau (CIB) that is divided up into thematic crime desks. One such desk is the Vulnerability &amp; Exploitation Desk that holds responsibility for developing and responding to information and intelligence relating to Modern Day Slavery, Human Trafficking and Organised Immigration Crime.</p> <p>The desk receives intelligence from numerous different sources (the public, partner agencies, crime stoppers, informants etc) which is assessed by the intelligence team staff. It will be graded and where appropriate a variety of tactics to proactively develop the information will be undertaken in order to advance the intelligence and assist understanding of the 'bigger picture'.</p>

## Bedfordshire Police

### Agency achievements and challenges

The intention of this development process is that it will ultimately result in some form of action, this will in many cases be with the requirement of multi-agency response. Quite often the action will include enforcement to arrest suspected offenders and safeguard victims.

Recent examples have included:

#### Operation Cairo

- Intelligence and information received by police regarding Romanian females being trafficked into the UK and forced into sex work at various locations. After a period of development, an enforcement day was held whereby numerous search warrants were executed. This resulted in 6 persons being arrested on suspicion of human trafficking and sexual exploitation.
- A 'Reception Centre' was set up to ensure that any victims identified during the enforcement activity had a suitably prepared place to be taken to ensure support was effectively offered. Numerous victims were identified during the activity with them being taken to the reception centre and offered support.
- The police (and other partner agencies) will utilise the National Referral Mechanism, which is a framework for identifying and referring potential victims of modern slavery and ensuring they receive the appropriate support. One of the victims identified in the course of the operation has since entered the NRM to receive on-going support, assistance and protection. A criminal investigation is still in progress to prosecute the offenders.

#### Operation Iconic

- Intelligence and information was received by police regarding an Adult Care Company employed by Luton Borough Council where concerns were being raised that they were exploiting Ghanaian Nationals who were coming to the UK to work on sponsorship visa's.
- The Care company was exploiting them, making them work long hours, taking their monies, providing undesirable living conditions etc. Enforcement ensued whereby the police took positive action against the owners of the company with them being arrested as part of a planned intervention.
- Again a Reception centre was set up for the staff who were potential victims to ensure that appropriate support was in place. Nearly 30 of the staff attended the Reception centre, where they were offered safeguarding and support.
- The criminal investigation into these concerns and prosecution of offenders is still ongoing.

There are countless examples where victims of Domestic Abuse have been removed to a refuge or provided the support such as financial, care or security needed to help them establish their lives away from the perpetrator.

## Cambridge Community Services

### Agency achievements and challenges

#### What worked well:

As a health Trust we adhere to the Intercollegiate Document to ensure our staff are receiving robust safeguarding training. We provide joint adult and children training to embed the Think Family approach and one subject we have delivered is contextual safeguarding which includes modern slavery and exploitation. This training has been well evaluated and over the year 2023-2024 we have trained 422 staff in this subject.

We continue to fully support the Government's objectives to eradicate modern slavery and adult exploitation and recognise the significant role the NHS has to play in both combatting it and supporting victims. We are strongly committed to ensuring our supply chains and business activities are free from ethical and labour standards abuses. We continue to identify, assess, and monitor potential risk areas in terms of modern slavery and adult exploitation, particularly in our supply chains.

We have a modern slavery statement which is approved by our Board and can be found on our website <https://www.cambscommunityservices.nhs.uk/about-us/priorities-and-how-we-are-doing/slavery-and-human-trafficking-statement>

The NRM does not apply to services we provide, however any concerns around modern slavery will be reported as a safeguarding referral. CCS have been involved in 2 cases where modern slavery was a reported as a concern, with one case where we were involved in the disruption of this.

#### Safeguarding Adult Training:

Safeguarding training compliance target is set at 90% for all levels with the exception of induction training, which is now captured within the quality dashboards monthly. A blended approach to training was adopted during the Covid 19 pandemic and has continued to be utilised during 2023-2024. Oversight of the compliance levels is reported quarterly through internal governance processes and groups. Support for ensuring staff access to training and facilitation of their time out of clinical or service is prioritised by service directors.

Safeguarding Champions are present across the Trust who meet quarterly and will discuss any modern slavery and exploitation updates with an expectation that these are fed back to their localities. The 'Safeguarding Champion' role has been re-launched with an alternative title and described through the Think Whole Family approach. The name has been changed therefore, to Safeguarding People Link Person which gave less suggestion of the role holder being in a position of holding expert knowledge of safeguarding.

There are internal and external meetings where CCS share proportionate and appropriate information, discuss any concerns around neglect or abuse inclusive of modern slavery or exploitation and think about actions required to safeguard the person/s: -

#### Internal

- Quality, Risk and Governance meeting
- Safeguarding Operational
- Safeguarding Strategic Board

Cambridge Community Services
Agency achievements and challenges
<ul style="list-style-type: none"> <li>• Safeguarding Huddle</li> <li>• Learning from Deaths</li> </ul> <p>External</p> <ul style="list-style-type: none"> <li>• Provider Information Sharing meeting.</li> <li>• Vulnerable Women’s group</li> <li>• Critical Adults Safeguarding Partnership Arrangements (CASPA).</li> <li>• Provider Information Sharing meeting.</li> <li>• Vulnerable Women’s group</li> <li>• Critical Adults Safeguarding Partnership Arrangements.</li> <li>• Adult Safeguarding Board and Subgroups</li> <li>• Channel Panel</li> <li>• Vulnerable Women’s Group</li> <li>• LeDeR</li> <li>• BDAP Health and DA</li> <li>• Joint Learning and Development Group</li> <li>• Multi Agency Audit Group</li> <li>•</li> </ul> <p>CCS staff use internal reporting of all incidents on the Datix system. The Patient Safety &amp; Incident Framework (PSIRF) has been rolled out during the year and is becoming embedded into practice which is used to reflect on incidents with the aim of identifying learning.</p> <p>Service Leads and the Adult safeguarding team have continued to work together with the ICB and the Local Council through the Provider Information Sharing meeting, which allows a review of any incidents in Residential Care or Domiciliary Care (raised from our teams)- to be discussed regularly, with a focus on safeguarding, wounds, falls, medicines management or anything else flagged as a concern or issue, allowing any remedial interventions to be supported.</p> <p>Over the past year this meeting has evolved, and the CCS Head of Safeguarding and Named Professional for Adult Safeguarding attend a Monthly Huddle with LBC Safeguarding Strategic Manager and the Quality team at LBC, with the same purpose. The CCS service leads continue to have oversight of all datix incident reports and can escalate to the safeguarding or quality lead if any concerns regarding care home and agencies provision.</p> <p>CCS staff have access to a safeguarding duty advice line that will support with reflecting on concerns and support decision making related to all safeguarding matters in practice.</p> <p>An audit work plan is in place for the safeguarding teams and includes consideration of the Partnership Board priorities and learning identified from internal and external reviews and incidents.</p>

## **Cambridge Community Services**

### **Agency achievements and challenges**

The Mental capacity act (MCA) assessment template has been reviewed and amended with the new version being available on SystmOne (S1) since September 2023. Its use has been actively promoted through training, briefings and team meetings to all services in CCS.

The Adult Safeguarding Team have held a number of mental capacity act assessment drop-in sessions and workshops alongside ad hoc support to staff when undertaking assessments.

Management of adult safeguarding referrals, outcomes and Section 42 enquiries has been focused on; with successful development of a standard operating procedure internally and robust process management & escalation for external processes in Luton adult services. This work is being progressed across the Trust to ensure standardisation of practice. Alongside this work is the development of a robust and risk focused approach to managing professional disagreements and disputes.

S1 safeguarding template group has been extended to include adult safeguarding template development, oversight and governance. The template has dedicated pages for Making Safeguarding Personal, hoarding and self-neglect, and Prevent. There is now a mandatory question in all adult services clinical record that requires the practitioner to ask about domestic abuse. The new adult safeguarding S1 template has begun a roll out across the Luton services, with the Falls team supporting an initial pilot phase.

The Safeguarding People - Think Whole Family & Contextual approach has been adopted into the Trust wide strategy. Existing policies have been reviewed and new policies developed to reflect this and to align to the new Working Together to Safeguard Children which was republished in December 2023. Further review of all policies is planned for 2024-2025.

The Internet pages have been developed through the Think Whole Family (Safeguarding People) lens and are live on the Cambridgeshire site, with Bedfordshire anticipated to go live alongside a wider piece of work updating the website. Inclusive in all web pages are EasyRead formatting to enable service users with learning disabilities and learning difficulties to have greater accessibility to information in a format that support their needs.

The Intranet pages have been in development with Comms team over the year to include a Think Whole Family approach and a robust local responsibility will be devolved to ensure updating of all information is maintained across each area.

Adult safeguarding week held in Nov 2023 was a great success. There were 3 speakers across the week, from LeDeR and drug and alcohol services. Two presented with an emphasis on mental capacity. The third talked about alcohol misuse and SARs We presented our own session on Learning disabilities, a safeguarding perspective. We also had a very positive Q&A session. CCS plan to repeat safeguarding week in Nov 2024 but invite our children's colleagues to join and develop a more think family approach to the week.

**How are you gathering feedback from vulnerable adults who have received safeguarding interventions?**



## **Cambridge Community Services**

### **Agency achievements and challenges**

Making safeguarding personal is central to the new record keeping template for adult safeguarding which is currently being rolled out across the Luton adult services in the first stage of a Trust wide roll out. Review of support and risk is captured when making clinical visits and assessments to our patients.

CCS takes a co-production approach to the design, development, and delivery of all services as evidenced in the Trust Quality Strategy and People, Participation and Involvement Strategy. CCS employs a co-production team to support services with this approach.

The Trust also has a patient experience team whose aim is to gather feedback from service users and their families and carers, this might be survey feedback, complaints and compliments or through patient stories and consider how this can influence service delivery and design.

We offer the opportunity for Luton Adults service users to provide feedback through the Friends and Family Test and other service specific surveys. These are on offer through a variety of methods such as telephone, paper and online options. Feedback is anonymous so does not identify if those giving it are receiving safeguarding interventions.

In 2023/24 97.15% of respondents told us the service they received was good or very good (NB: this is a total figure and not specific to safeguarding service only).

### **How are you involving the VCSE and ensuring their role in coproduction**

Voluntary, community and social enterprise agencies are accessed when required.

People from our communities have been trained to participate in interview panels and have taken part in recruitment for the adult safeguarding team. This People Participation approach to recruitment benefits both people who use our services and the Trust as these Involvement Partners use their knowledge, experience and expertise to contribute equally to the process of selecting the most suitable candidate.

We work with partner agencies to bring services closer to local communities. In practical terms, this has meant co-production colleagues and community groups creating the most effective learning spaces and forums for our nursing staff and the public to engage. For example, we have worked with Luton Adult Learning and Women's Aid in Luton to deliver health promotion to English speakers of other languages and domestic violence victims, respectively. These events were hosted by the partner organisations and the content and platform for delivery was agreed by the agencies representing those client groups with our nursing colleagues.

Also, the Trust Bedfordshire, Luton and Milton Keynes' Integrated Care Board hosts the 'Engagement Collaborative' in which CCS is represented by a member of the Co-Production team. VCSE organisations and statutory providers are invited to attend to ensure there is a forum for wider engagement with communities.

### **3. How has your agency and the Partnership focused on prevention and early help?**

<b>Cambridge Community Services</b>
<b>Agency achievements and challenges</b>
<p>Early intervention and professional curiosity are complex issues that are addressed and discussed in the internal training packages. Staff are encouraged to record any incidents on the incident reporting Datix system. The organisation has introduced the new NHS England Patient Safety and Incident Response Framework (PSIRF) in 2023-2024, which focuses on understanding how incidents happen rather than attributing blame. The PSIRF integrates four key aims:</p> <ul style="list-style-type: none"> <li>• Compassionate engagement and involvement of those affected by patient safety incidents.</li> <li>• Application of a range of system-based approaches to learning from patient safety incidents.</li> <li>• Considered and proportionate responses to patient safety incidents.</li> <li>• Supportive oversight focused on strengthening response system functioning and improvement.</li> </ul> <p>CCS has worked with Luton local authority partners to improve the communication of outcomes from safeguarding referrals and section 42 enquiries. This process ensures that the risks to the individual are understood and safety plans and actions to mitigate risk are developed to support our patients in a timely and collaborative approach. The implementation of the process has improved the delivery of outstanding reports and improved working relationships between the agencies. Internal oversight of risk management has improved alongside this within risk management meetings. This ensures that cases that require multi-agency discussion and clarity of actions being taken to manage risk and support the patient are highlighted at the earliest opportunity. Practitioners are supported to discuss this within and without the organisation using the framework for Resolving Professional Disagreements.</p>
<b>How can your agency and the Partnership further develop and improve to assure itself that vulnerable adults are safeguarded effectively?</b>
<p>CCS will continue with the internal transformation project and embedding this into clinical practice within the adult services will support safeguarding work internally and externally.</p> <p>Partners should review and agree data sets across the partnership that will enhance the understanding of thematic gaps in the system working to safeguard adults.</p> <p>CCS adult safeguarding team plan to host a PREVENT away day in Sept 2024. This will be an opportunity for senior managers to improve knowledge and understanding around current issues and trends and share with their services.</p>
<b>What evidence is there that demonstrates the work of the Partnership has impacted on the lives of vulnerable adults and their families and of your agency's contribution to this?</b>
<p>Within CCS Luton Adult Services, the routine enquiry into domestic abuse has been implemented and embedded into staff's everyday practice. This has helped staff to understand the importance of providing a safe space for disclosure to be made and support to be implemented. BDAP have supported CCS with bespoke bitesize training to support staff confidence in supporting families experiencing domestic abuse.</p>

<b>Cambridge Community Services</b>
<b>Agency achievements and challenges</b>
<p>Following the recent joint SAR/CSPR (Family T) that has been completed in Luton, CCS have developed a joint adult and children L3 safeguarding training package which is specific to neglect and self-neglect utilising a 'think whole family' approach.</p> <p>There is a Trust wide approach to learning and sharing the learning from all internal and external reviews. The actions from all safeguarding reviews are overseen through the Datix reporting system. This enables centralised oversight and regular reviews of the status of all actions identified.</p>

## ELFT

### Agency achievements and challenges

- Domestic abuse (joint Pan Beds and with LSCB)

Safeguarding adult conference delivered to ELFT staff focused on domestic abuse. Bringing learning from different organisations that support individuals who are victim / survivors of domestic abuse, such as

25.11.2023 16Days of Activism against Gender Based Violence: Interpersonal Influences on decision making capacity

05.12.2023 16Days of Activism against Gender Based Violence: Domestic Abuse Awareness

05.12.2023 16Days of Activism against Gender Based Violence: DASH RIC assessment

30.01.2024 16Days of Activism against Gender Based Violence: Forced Marriage

Developed a trust wide Newsletter detailing the findings and learning for all SARs completed across areas supported by the Trust.

Learning from SARs are also discussed with individual clinical teams at time of regular quarterly safeguarding supervision sessions.

- Emotional Wellbeing and Mental Health (Pan Beds)

Trauma informed care training provided to ELFT staff to increase staff knowledge in the effect of trauma on an individual and how this may manifest in their interaction with services and professionals, to improve the experience of care delivery for the service users.

- Cyber Crime

The Trust is currently working on a programme of education around digital literacy coproduced with our People Participation group. We are looking to develop a number of skilled individuals in digital technologies who can then support and assist other services users where and when required to access the digital world.

- Making Safeguarding Personal

The individual's voice is central to the safeguarding support that is offered by ELFT staff. When undertaking any safeguarding activity the individual's voice, their express outcomes are identified and we work towards these outcomes.

### SAC returns

## ELFT

### Agency achievements and challenges

A review of all completed S42s for the last financial year showed the following outcomes at time of closure:

#### Desired Outcomes:

Fully Achieved	45.45%
Partially Achieved	39.39%
Not Achieved	15.15%

#### Risk level at closure:

Risk Remains	27.27%
Risk Reduced	57.57%
Risk Removed	15.15%

In 2023-24 the safeguarding team has achieved:

- Integrated leadership to promote Think Family approach.
- Developed joint team SOP (Standard Operating Procedures) and house style guide for safeguarding reports.
- Achieved over 80% compliance for level three adult and children safeguarding training.
- Participated and contributed to partnerships, boards and sub-groups across the Trust.
- Improved team data collection methods which have provided more accurate data on trends, themes and risks across the Trust.
- Participated in a project with Local Authority safeguarding partners across the Trust to reduce duplication of safeguarding information across IT systems.
- Supported the Trust to deliver the actions identified in the SARs, CSPRs, DHRs and other learning reviews.
- Hosted 16 Days of Action and a few safeguarding training events.
- Offered face to face Think Family supervision to teams across the Trust.
- Supported CMHT's with performance issues by providing intensive safeguarding support at MDTs and increased supervision to ensure that the Trust delivers safe services.
- Acts as subject matter experts and co-reviewed multiple safety incident investigations, ensuring that Safeguarding Adults and Children is fully considered.

Other training offered, not including previously mentioned:

18.05.2023 PREVENT: Safeguarding those at risk via early intervention

18.05.2023 No recourse to public funds: Who? Why? What?

18.05.2023 Contextual Safeguarding

## **ELFT**

### **Agency achievements and challenges**

18.05.2023 Managing disclosure of Non recent abuse; Professionals response

13.09.2023 Autism/LD safeguarding focus Part 1

13.09.2023 Autism/LD safeguarding focus Part 2

#### **Challenges:**

- Domestic Abuse remains an ongoing risk as Routine Enquiry is not embedded in staff's practice. Therefore, this forms part of the key priorities for 2024/25.
- The impact of pandemic and the socio-economic crisis continues to be reflected in the increased number of adult and children's safeguarding reviews (Rapid Reviews, Child Safeguarding Practice Reviews, Safeguarding Adult Reviews and Domestic Homicide Reviews).
- The ongoing increase and complexity of safeguarding cases related to e.g. mental health, perplexing presentations, domestic abuse, serious youth violence, self-neglect and neglect often requires ongoing and longer-term input from the safeguarding teams.

### **How are you gathering feedback from vulnerable adults who have received safeguarding interventions?**

The SGA team will be restarting the collection of service user feedback to understand the impact of the S42 on their overall wellbeing, if things have improved for them, and are they still experience any difficulties.

### **How are you involving the VCSE and ensuring their role in coproduction**

We are using People participation to co-produce of SGA Adult and Children L3 training which is provided to all staff.

### **LSAB achievements and challenges**

ELFT offers safeguarding training to all its staff to ensure that staff are able to identify safeguarding issues early on and provide the right level of support. The uptake for safeguarding training is over 80%

All Trust staff are offered quarterly safeguarding supervision and the staff have the opportunity to bring safeguarding and other complex cases to the supervision. The uptake for safeguarding supervision is over 80%.

The Named Professionals also offer ad hoc supervision where staff members discuss cases for safeguarding advice and management.

The Trust has a complex case panel which provides an extra layer of oversight and staff can bring a discuss cases where they feel escalation and additional support is warranted. The forum is chaired by the Director of Social Work and is held monthly.

<b>ELFT</b>
<b>Agency achievements and challenges</b>
<p>The Trust has safeguarding screening added to its referral and triage tool to ensure early help is offered to staff where concerns have been identified.</p> <p>Further the Named Professionals offer bespoke training based on the outcomes of the audits they conduct on a quarterly basis. In the last financial year, the team delivered bespoke trainings to raise awareness of Domestic Abuse, Self-Neglect and Think Family.</p>
<b>How can your agency and the Partnership further develop and improve to assure itself that vulnerable adults are safeguarded effectively?</b>
<p>It would be helpful if the partnership delivered Section 42 enquiry training and cultural competency for staff and managers.</p> <p>It would helpful if the partnership provide training around cybercrime and the specifics related to that.</p>
<b>What evidence is there that demonstrates the work of the Partnership has impacted on the lives of vulnerable adults and their families and of your agency's contribution to this?</b>
<p>Recovery college has offered trainings to service users to improve the quality of their mental health, address trauma related issues including self-neglect, financial abuse and domestic abuse. The SGA team has assisted in delivering some of those training.</p>