

We have oversight of the quality of safeguarding performance

Feedback indicates that customers' desired outcomes are met, in line with Making Safeguarding Personal and the well-being principle.

We monitor how learning is shared and used to improve practice

We understand what the data tells us about where the risks are and who are the most vulnerable

We measure impact



West of Berkshire Safeguarding Adults Board Business Plan 2017-18



We listen to the service user, raise awareness of adult safeguarding and help people engage

We work with communities to raise awareness of adult safeguarding

We raise awareness of the Board and the Berkshire Policy and Procedures

Board membership reflects a wide and varied group of stakeholders

We learn from experience and have a skilled and competent workforce

Learning is shared and used to improve practice

Development areas for 2017-18:

Safe recruitment	Allegations management
Record keeping	Self-neglect
Mental Capacity Act	Domestic Abuse
Mental Health	

High risk areas for 2017-18

Mental Capacity Act and DoLS

Self-neglect

Mental health

Domestic Abuse

We work together effectively to support people at risk

People are supported by an advocate when they need it

We work within a framework of policies and procedures that keep people safe

Providers are supported to deliver safe, high quality services

We provide feedback to people who raise a safeguarding concern

We have a modern slavery strategic pathway

PRIORITY 1 We have oversight of the quality of safeguarding performance						
Outcome	Action	Lead	Timescale	Work in progress	RAG	Success criteria
1.1 Feedback indicates that customers' desired outcomes are met, in line with Making Safeguarding Personal and the well-being principle.	a) Develop a core set of questions to collect feedback to ascertain the extent to which service users felt that they had been involved, supported, consulted and empowered during the safeguarding process.	Safeguarding Leads in Wokingham, west Berkshire and Reading Councils	April 2017			Core set of questions to collect feedback from people in place in each Council.
	b) Mandatory feedback form to be added to the Councils' electronic systems for every statutory S42 enquiry to capture feedback at the end of the S42 enquiry	Safeguarding Leads in Wokingham, west Berkshire and Reading Councils	June 2017			Mandatory feedback form added to the Councils' electronic systems for every statutory S42 enquiry.
	c) Develop systems for capturing, recording and monitoring MSP outcomes	Oversight and Quality Subgroup	Jan 2018			Systems are in place and feedback indicates that customers' desired outcomes are met
1.2 We understand what the data tells us about where the risks are and who are the most	a) Audit outcomes are analysed by Oversight and Quality Subgroup and the Board takes required actions to address areas of identified	Oversight and Quality Subgroup	September 2017 and March 2018	Twice yearly case audit on S42 enquiries are undertaken and include to what extent		Improvements in practice are evidenced in subsequent S42 case file

vulnerable	concerns across partner agencies.			Making Safeguarding Personal principles have been upheld.		audits.
	b) Develop a dashboard to present KPI data to the Board on a quarterly basis	Oversight and Quality Subgroup	December 2017			A clear overview of KPI data is presented to the Board on a quarterly basis
	c) Develop understanding of local level of risk for victims of FGM by reviewing local and national FGM data	Oversight and Quality Subgroup	Annually			FGM data provided supports the Board's understanding of local level of risk for victims of FGM
	d) Develop understanding of local level of risk for victims of Modern Slavery by reviewing local and national Modern Slavery data	Oversight and Quality Subgroup	Annually			Modern slavery data supports the Board's understanding of local level of risk for victims of modern slavery

PRIORITY 2 -We listen to service users, raise awareness of safeguarding adults and help people engage

Outcome	Action	Lead	Timescale	Work in progress	RAG	Success criteria
2.1 Board membership reflects a wide and varied group of stakeholders	a) Representatives from Housing and Provider organisations to be invited	Independent Chair	Sept 2017			Representatives from Housing and Provider organisations attend

	to attend Board meetings					Board meetings.
2.2 Local communities know about safeguarding adults and the work of the Board	a) Easy read version of the Board's Annual Report to be published	Communication & Publicity Subgroup	May 2017	CLASP commissioned to produce easy read version.		Wider range of people are able to understand the Board's work and priorities
	b) Community Awareness Event to raise awareness of safeguarding adults	Communication & Publicity Subgroup	March 2018			Community Awareness Event held in each area.
	c) The Board is assured that accessible safeguarding leaflets for customers and staff are available	Communication & Publicity Subgroup	June 2017			Safeguarding information is available in public places and partner agencies' websites
	d) Map partner agencies' external communication channels	Communication & Publicity Subgroup	June 2017			Subgroup aware of partners' external communication channels
	e) Develop calendar of local and national events relevant to safeguarding	Communication & Publicity Subgroup	June 2017			Local and national events relevant to safeguarding are promoted
2.3 Raise awareness across partner organisations and amongst practitioners about	a) a) New Berkshire Policy and Procedures website launched and promoted	Berkshire Policy and Procedures Subgroup	Dec 2017			New Berkshire Policy and Procedures website launched and promoted

the role of the Board, the website and Berkshire Policy and Procedures	b) b) Produce flyer for practitioners to raise awareness of the Board	Business Manager	April 2017			Flyer circulated across all partner organisations.
	c) Present Board's Annual Report 2016-17 to Health and Wellbeing Boards and other committees	Independent Chair	January 2018			Independent Chair presents Annual Report 2016-17 to HWB in each area by January 2018

PRIORITY 3 We learn from experience and have a skilled and knowledgeable workforce						
Outcome	Action	Lead	Timescale	Work in progress	RAG	Success criteria
3.1 The workforce has the capacity, capability, knowledge and skills to keep people safe and improve safeguarding outcomes	a) Opportunities for practitioners to explore issues when working with people in Domestic Abuse situations	Learning and Development Subgroup	May 2017			Practitioners understand the dynamics of DA in terms of coercion and control
	b) Ensure Domestic Abuse awareness training and safeguarding training cross reference.	Learning and Development Subgroup	May 2017			Consistent training standards for Level 1 produced.
	c) Promote good record keeping	Learning and Development	Sept 2017			Case file audit peer review in August and February reveals improvement in

		Subgroup				recording skills.
	d) Deliver Safeguarding Adults Train the Trainer programme (Wokingham BC deliver, open across the area)	Learning and Development Subgroup	April 2017			Course offered across West of Berkshire with positive evaluation response
	e) Joint Children’s and Adults Safeguarding Conference on theme of Mental Health	Learning and Development Subgroup	23 Sep 2017			140 attendees with at least 80% of delegates rating the event as good or excellent
	f) Establish programme of Safeguarding Bite Size Workshops for multi-agency professionals	Learning and Development Subgroup	March 2018	Workshops: Sept - SAR Findings Dec- Advocacy March - Allegations management.		Workshops attended by wide range of professionals
	g) Deliver core training programmes at all levels to support the sector. Seek assurance that all SAB members deliver Level 1 to the agreed standards. Measure the impact of training on a biannual basis	Learning and Development Subgroup	Ongoing			Training programmes delivered and evaluated.

	h) Report on training activity for 2016-17 for SAB annual report	Learning and Development Subgroup	May 2017	Complete.	G	Training data collated and reviewed
	i) Review and update the Workforce Development Strategy	Learning and Development Subgroup	Dec 2017			Updated Strategy published on SAB website
3.2 Learning from SARs and other reviews has been shared and used to improve practice	a) The SAR Learning Monitoring Tool is used to monitor response to findings by partner agencies upon publication of SARs. b) SAR Panel to review Monitoring Tool and develop processes to hold partners to account re. responding to and embedding learning from SARs.	Effectiveness Subgroup	June 2017 and ongoing			The SAR Learning Monitoring Tool is completed and presented to the Board quarterly showing that learning from SARs is embedded within partner agencies.
	c) Multi-agency thematic audits to evaluate to what extent learning from SARs has been embedded. Priority areas for 2017 thematic audits agreed as: tissue viability, abuse in own home, dementia.	Oversight and Quality / Effectiveness Subgroup	Dec 2017			Results of thematic audits are published and areas for development are identified for the Board to take appropriate action.

	d) Evaluation template for training to include question to evaluate how practitioners have taken on and embedded learning	Learning & Development Subgroup	May 2017			Amended evaluation template used to assess how practitioners have embedded learning
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PRIORITY 4 We work together effectively to support people at risk						
Outcome	Action	Lead	Timescale	Work in progress	RAG	Success criteria
4.1 Involvement of advocates and IMCAs ensure person centred responses are promoted	a) Identify where there is a shortfall in the use of advocates and raise staff awareness as to how and when to involve advocates.	Oversight and Quality Subgroup	Dec 2017			New approaches to person centred responses are promoted. Quarterly PI data indicates improvement in use of advocates.
4.2 Providers are supported to deliver safe, high quality services and the Board is assured that robust safeguarding processes	a) DASS and other commissioners provide assurance to the Board (through the annual Self-Assessment audit) that robust safeguarding processes are adhered to by commissioned services in line	DASS and other commissioners provide assurance	Jan 2018			Board is assured that robust arrangements are in place to support and challenge providers

are adhered to in line with Care Act requirements	with Care Act requirements.					
4.3 We work within a framework of policies and procedures that keep people safe	a) Organisations have in place policies and processes to manage allegations against persons in position of trust	Task and Finish Group	Sept 2017			Board is assured that partner agencies have robust policy in place to manage allegations
	b) Promote e-learning Safe Recruitment module	Learning and Development Subgroup	July 2017			e-learning Safe Recruitment module is promoted and used by practitioners
4.4. We provide feedback to people who raised a safeguarding concern	a) Each Local Authority to provide quarterly performance data on the proportion of concerns where feedback was provided to the referrer.	Oversight and Quality Subgroup / Effectiveness Subgroup	Indicator included in KPI set for Q1 data			Board is assured that feedback is provided to the referrer and takes actions to ensure practice is improved
4.5 We are assured that local arrangements to support and minimise risks for people who self-	a) Raise awareness of the issues and improve practice for working with those who self-neglect	Learning and Development Subgroup / Business Manager	Sept 2017			Raise awareness of self-neglect through website and workshop

neglect are effective	b) Review undertaken to inform the Board of prevalence of self-neglect cases reported under safeguarding framework, and outcomes for the individual	Effectiveness Subgroup & Oversight and Quality Subgroup	Sept 2017			The Board understands how cases of self-neglect are responded to and identifies areas for further development
	c) Partner agencies have clear policies and procedures in place to manage complex cases and support those who self-neglect or choose not to engage, in line with MSP and Duty of Care	Partner agencies	Jan 2018			Board is assured that each agency has clear policies and procedures to manage complex cases
4.6 Practitioners understand and can apply the MCA consistently in practice (including consent, best interest, DoLS and restraint)	a) MCA focused week of workshops for practitioners	Effectiveness / Learning and Development / Communication Subgroups	October 2017			MCA focused week of workshops attended by practitioners
4.7 We are assured that local arrangements to support people who have Mental Health	a) Raise awareness of current governance structures and accountability for mental health in the locality	Independent Chair	June 2017			Partner agencies have clarity about current governance structures for mental health

issues are effective						
4.8 We are assured that local arrangements to support and minimise risks for people who experience Domestic Abuse	a) Event on Domestic Abuse for partners to explore issues, understand priorities of each Domestic Abuse Strategy and identify gaps.	Independent Chair / Business Manager	Nov 2017			The Board is assured that commissioned DA services in each area are effective.
	b) A&E data shared to help each LA identify hotspots in their area and triangulate information	Oversight and Quality Subgroup	Oct 2017			Data shared to inform Board's understanding of DA
4.9 We have a Modern Slavery strategic pathway in place	a) Modern Slavery strategic pathway agreed and published	Policy and Procedures Subgroup	Dec 2017			Modern Slavery strategic pathway agreed and published
	b) Review and promote modern slavery e-learning	Learning and Development Subgroup	Dec 2017			Modern slavery e-learning reviewed and promoted