



MANCHESTER SAFEGUARDING
ADULTS BOARD

Manchester Safeguarding Adults Board Strategy 2015-18

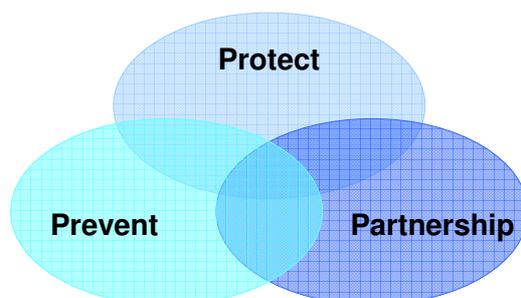
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Making Safeguarding Personal

“Ensuring every citizen in Manchester is able to live in safety, free from abuse and neglect. Everyone who lives or works in the city has a role to play”.



Manchester Safeguarding Adults Board Strategy 2015-18

Overview

This strategy sets out the overall general direction of the Manchester Safeguarding Adults Board (MSAB) for the next three years. The detail of how the Board will achieve this will be included in the Annual Business Plan and the effectiveness of the Board's work each year will be reported and reviewed in the Annual Report.

1. Vision

The work of the Board is based on the following Vision:

“Ensuring every citizen in Manchester is able to live in safety, free from abuse and neglect. Everyone who lives and works in the city has a role to play.”

The values of the strategy are based on understanding and promoting people's right to make decisions, the importance of maintaining dignity and respect and the celebration of diversity.

Manchester Safeguarding Adults Board believes that:

- People have the right to live their lives free from neglect and abuse
- Safeguarding adults is a shared responsibility of all organisations and agencies commit to holding each other to account
- The individual, family and community should be at the heart of safeguarding practice;
- High quality multi-agency working is essential to good safeguarding
- We respect that adults have a right to take risks and that this will sometimes restrict our ability to act
- There must be a commitment to continuous improvement and learning across the partnership.

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2. Principles

The work of the Board is underpinned by the following principles:

Empowerment – Personalisation and the presumption of person-led decisions and informed consent.

“I am asked what I want as the outcomes from the safeguarding process and these directly inform what happens.”

Prevention – It is better to take action before harm occurs.

“I receive clear and simple information about what abuse is, how to recognise the signs and what I can do to seek help.”

Proportionality – Proportionate and least intrusive response appropriate to the risk presented.

“I am sure that the professionals will work for my best interests, as I see them and they will only get involved as much as needed.”

Protection – Support and representation for those in greatest need.

“I get help and support to report abuse. I get help to take part in the safeguarding process to the extent to which I want and to which I am able.”

Partnership – Local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse.

“I know that staff treat any personal and sensitive information in confidence, only sharing what is helpful and necessary. I am confident that professionals will work together to get the best result for me.”

Accountability – Accountability and transparency in delivering safeguarding.

“I understand the role of everyone involved in my life.”

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3. Statutory objective

The Care Act 2014 sets out that the overarching objective of a Safeguarding Adults Board (SAB) is to assure itself that local safeguarding arrangements and partners act to help and protect adults in its area who:

- Have needs for care and support (whether or not the local authority is meeting any of those needs); and
- Are experiencing, or at risk of, abuse or neglect; and
- As a result of those care and support needs are unable to protect themselves from either the risk of, or the experience of abuse or neglect.

4. The aims of adult safeguarding

The Care Act 2014 identifies the aims of adult safeguarding as follows:

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

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5. Our strategic objectives

In order to fulfil the objective and aims of the Care Act 2014, the MSAB has identified the following strategic objectives, following consultation with partners and people who use services:

- To seek assurance from partner agencies that there is effective leadership, partnership working and governance for safeguarding adults
- To listen to people who have experienced abuse or neglect, and to seek assurance that people are able to be supported in the way that they want, are empowered to make decisions, and can achieve the outcomes they want
- To promote safeguarding adults among the general public, by raising awareness and promoting well-being with the aim of preventing abuse and neglect
- To be assured of the safety and wellbeing of anyone who has experienced abuse or neglect
- To identify, and monitor the implementation of changes that help to prevent similar abuse or neglect happening to others.

6. Partnership and participation

The Board is committed to working in partnership with all agencies for the benefit of adults and to achieve a coherent and co-ordinated approach to safeguarding. The Board is clear that effective safeguarding cannot be achieved by any agency independently and co-operation is the key to being assured of the safety of the people of Manchester.

At the heart of all MSAB work will be the views and experiences of the people who are directly affected by the work overseen by the Board through:

- Ensuring that the voice of Manchester citizens and the impact of activity is considered in all aspects of its business
- Involving people directly in supporting the work of the Board in the way that they prefer.

The effective safeguarding of people in Manchester requires participation and engagement from across agencies, volunteers, communities and users and their families.

All subgroups of the MSAB will consider the opportunities for participation and engagement of service users in relation to their work.

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7. Priority areas of work

The Board will, working alongside others, prioritise the following as a way of achieving its strategic objectives:

- Trafficking and modern slavery
- Preventing radicalisation
- Domestic abuse
- Mental health
- Health and social care integration and devolution
- Early help
- Improving access to and understanding of safeguarding across partner agencies, ensuring there is 'no wrong door' when accessing services and support.

8. Making Safeguarding Personal

The Care Act 2014 has brought about radical changes in the approach to safeguarding and being assured of the implementation of these changes will be a key priority for the Board during 2015-18. The impact and effectiveness of the changes in safeguarding will continue to be monitored by the Board in future years.

The new approach requires engagement with the adult from the very first contact with any partner organisation. The purpose of the engagement is to establish what the person wants to achieve, and this is what drives the safeguarding work. People are in control and can make decisions for themselves about how safe they choose to be.

The Board recognises the challenges involved for all partners in working in this way, and will closely monitor and support the implementation of this new way of working.

To do this, some of the things we will look for are:

- Evidence of how people's experiences of safeguarding have been recorded and used to improve services
- Evidence that people are asked about the outcomes they want, and information about the extent to which their outcomes have been achieved
- Whether or not people have felt that they are in control of what happens to them following a safeguarding concern
- Effective support being provided for Carers
- Evidence that being safe is recognised as a personal choice.

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9. Safe services

Services, whether in the community or in a supported, residential or nursing home setting, are provided for people who are generally the most vulnerable in our community. The Board will seek assurance that people can confidently expect to be safe and to have the support they need delivered in the way they want.

To do this, some of the things we will look for are:

- Evidence that commissioners are requiring the provision of personalised services
- Evidence that services are proactively monitored to ensure that they are safe and based on achieving individual outcomes
- Evidence that contracts with service providers are designed to protect people's rights and dignity
- Information about safeguarding concerns and how they have been dealt with
- Staff training and development to ensure the necessary competencies
- Evidence of support and training for people with direct payments.

10. Listening and engaging

The Board needs to listen to the views of people and their families, so that we were sure that people are being treated with dignity and respected regardless of how or why they come into contact with safeguarding services.

Some of the ways we will do this are:

- Continuing to be guided by the views of our reference groups
- Making contact with as many user groups as possible and making it possible for them to share their views with the Board
- Listening to the feedback of people who have experienced safeguarding
- Using the Board's website and social media to inform and enable people to engage with the work of the Board.

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11. Transition

Young people who have care and support needs will have been supported by Children's Services. As they move into adulthood, there are changes that can be challenging and unfamiliar for them and their families. It is important to ensure that young people and their families are supported through this transition period.

Some of the ways we will check that this is happening are:

- Gather information about the age at which young people and their families are provided with contacts and information from adult services
- Finding out about the planning that is carried out for young people in advance of moving into adult services
- Finding out about how effectively partner agencies work together to support young people and their families through this period
- Promote discussion about the idea of 'whole life planning' so that people can experience a seamless, personalised plan for their care and support at any age or stage of life.

12. Informing

A key activity for the MSAB is to make sure that information is out there in the community so that people know who to contact if they have concerns about someone who may be harmed; but also so that the community is aware of adult abuse; what it is and how to recognise it.

The Board will do some of this as part of its own communication plan, but will also look for assurance from partners about what is happening in their own organisations.

Some of the ways we will do this are:

- Information provided through our website and social media
- Leaflets and posters in key public places
- Attendance at community events with information
- Using local media to get wide coverage of information
- Asking partners to provide evidence of what their organisation is doing to raise awareness of adult abuse and safeguarding.

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13. Planning and implementation

The implementation of the Strategy will be planned by the Executive and the subgroups which report to it. This will result in the Board's Business Plan detailing the work that the Board intends to carry out over the next three years.

The Executive and each subgroup will be able to show how their Action Plan contributes to the achievement of the Board's objectives.

The Executive and its subgroups provide the route for the Board to carry out its work, and consist of members from all the partner agencies. To ensure that subgroups are as effective as possible organisations are encouraged to provide subgroup members who are experts in the functions of that particular group.

Executive Committee

The role of the Executive is to effectively manage the Board's business, co-ordinating the work programme and overseeing key business functions on behalf of the Board. This will include:

- Co-ordinating the development and implementation of objectives and priorities outlined in the strategy
- Driving the development of good practice in safeguarding adults work
- Establishing subgroups, task and finish groups and public engagement arrangements as appropriate
- Providing direction and support to subgroups and task and finish groups
- Monitoring and reviewing safeguarding adults performance in Manchester and providing an analysis of performance through quarterly reports to the MSAB
- Promoting effective community engagement with safeguarding adults work and ensuring that the voice of the citizen is heard
- Implementing lessons learned from Safeguarding Adults Reviews
- Receiving minutes from the Board and undertaking actions arising from the minutes as required
- Production of the MSAB Annual Report.

Case Review Subgroup

Activity will include:

- Commissioning and oversight of Safeguarding Adults Reviews (SARs)
- Reviewing learning from other Board's SARs, reflective reviews, Children's Serious Case Reviews and Domestic Homicide Reviews
- Approving SAR action plans on behalf of the Board
- Monitoring the implementation of SAR action plans and reviewing evidence that practice has changed and outcomes have improved as a result.

It is essential that the work of this subgroup links to the other subgroups and the relevant subgroups of the Manchester Safeguarding Children Board (MSCB). Where appropriate this group will also commission policy and practice task and finish groups to examine specific cases or areas of practice more fully.

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Performance and Quality Assurance Subgroup

Activity will include:

- Measuring the board's effectiveness through the use of a performance management framework holding members to account
- Considering an agreed dataset and identifying any improvements, trends and areas for development
- Developing mechanisms to share and analyse data and intelligence
- Undertake multi agency case audits as required.

Learning & Development Subgroup

Activity will include:

- Identification of learning and development needs across the partnership
- Monitoring the take up of learning and development opportunities
- Oversight of multi-agency learning and workforce development
- Sharing information with the Performance and QA subgroup to determine the effectiveness of learning and development.

Communication Subgroup

Activity will include:

- Oversight of the MSAB Communication Strategy
- Advising the board on strategic issues emerging
- Working with other key partners to actively promote awareness of abuse and agree preventative strategies
- Seeking assurance about public awareness raising activities in respect of Adult Safeguarding.

There may be cross over between MSAB Learning & Development and Communication subgroups with MSCB subgroups that have a similar remit. A review of the MSCB subgroups is underway and the details of any joint working between the two Boards will be determined.

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14. Governance

The local authority has a statutory duty to set up a Safeguarding Adults Board. There are regular meetings between the Independent Chair of the Board and the Chief Executive.

Effective governance for the work of the Board is achieved through its formal relationship with partners. Board members will take responsibility for the submission of annual reports to their organisation's executive management body/group to ensure that adult safeguarding requirements are integrated into the organisation's overall approach to service provision and service development.

The Safeguarding Adults Board, Safeguarding Childrens Board, Community Safety Partnership and the Health and Well being Board will share information and updates on strategic directions and operational work where this is of mutual benefit.

Core Membership

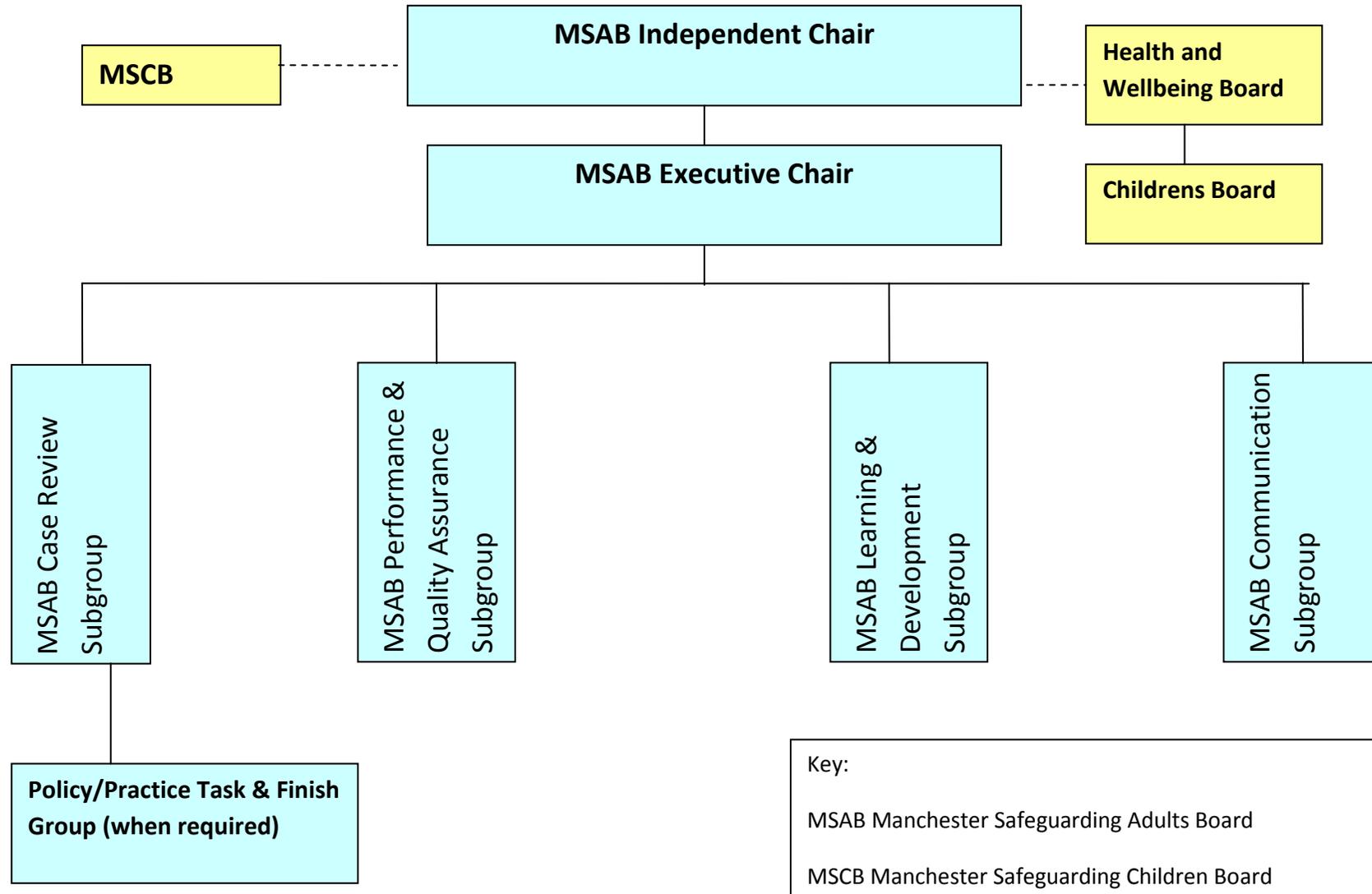
Independent Chair

Chief Executives and/or nominated lead Directors or equivalent representing:

- Central Manchester Hospital Foundation Trust
- Cheshire & Greater Manchester Community Rehabilitation Company
- Greater Manchester Police
- Healthwatch Manchester
- Manchester Alliance for Community Care
- Manchester City Council Adult Services
- Manchester City Council Elected Member Portfolio Holder
- Manchester City Council Housing
- Manchester City Council Public Health
- Manchester Clinical Commissioning Groups (North, Central & South)
- Manchester Mental Health and Social Care Trust
- National Probation Service
- NHS England
- Pennine Acute Hospital Trust
- University Hospital South Manchester.

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Structure of the Board and relationship with other Boards



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GLOSSARY	
CCG	Clinical Commissioning Group
CGM CRC	Cheshire & Greater Manchester Community Rehabilitation Company
CMHFT	Central Manchester Hospital Foundation Trust
DHR	Domestic Homicide Review
DoLS	Deprivation of Liberty Safeguarding
FGM	Female Genital Mutilation
GMP	Greater Manchester Police
HMP	Her Majesty's Prison
Macc	Manchester Alliance for Community Care
MCA	Mental Capacity Act (2005)
MCC	Manchester City Council
MMHSCT	Manchester Mental Health & Social Care Trust
MSAB	Manchester Safeguarding Adults Board
MSCB	Manchester Safeguarding Children Board
NHSE	National Health Service (NHS) England
NPS	National Probation Service
PAHT	Pennine Acute Hospital Trust
SAR	Safeguarding Adults Review
SCR	Serious Case Review
UHSM	University Hospital South Manchester
VCS	Voluntary & Community Sector

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Useful resources and links

Trafficking & Modern Slavery

Trafficking in persons is a serious crime and a grave violation of human rights. Every year, thousands of men, women and children fall into the hands of traffickers, in their own countries and abroad. Almost every country in the world is affected by trafficking, whether as a country of origin, transit or destination for victims.

Modern Slavery is an international crime, affecting an estimated 29.8 million slaves around the world. It is a global problem that transcends age, gender and ethnicities, including here in the UK and it's important that we bring this hidden crime into the open.

It can include victims that have been brought from overseas, and vulnerable people in the UK, being forced to illegally work against their will in many different sectors, including brothels, cannabis farms, nail bars and agriculture

Guidance for how UK Visas and Immigration identifies and helps potential victims of human trafficking

<https://www.gov.uk/government/publications/victims-of-human-trafficking>

Guidance on the duty to notify the Home Office of potential victims of modern slavery, and form MS1: notification of a potential victim of modern slavery.

<https://www.gov.uk/government/publications/duty-to-notify-the-home-office-of-potential-victims-of-modern-slavery>

Radicalisation

MSAB & MSCB recognise the specific need to safeguard children, young people, adults and families from violent extremism. There have been several occasions both in which extremist groups have attempted to radicalise vulnerable people to hold extreme views including views justifying political, religious, sexist or racist violence, or to steer them into a rigid and narrow ideology that is intolerant of diversity and leaves them vulnerable to future radicalisation. We are clear that this type of exploitation and radicalisation should be viewed as a safeguarding concern.

Prevent duty guidance

<https://www.gov.uk/government/publications/prevent-duty-guidance>

Manchester Prevent Coordinator
Telephone: 0161 856 9305
E-mail: s.butt@manchester.gov.uk

Visit the government Counter Terrorism website for up to date information and resources
<https://www.gov.uk/government/policies/counter-terrorism> Further information on Prevent can be found at:

www.preventtragedies.co.uk
www.familiesmatter.org.uk

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Adult Safeguarding

Safeguarding is about protecting an adult's right to live in safety free from harm and abuse

The safeguarding duties apply to an adult who:

- has needs for care and support (whether or not the local authority is meeting any of those needs) and;
- is experiencing, or at risk of, abuse or neglect; and
- as a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect.

MCC Safeguarding adults pages

http://www.manchester.gov.uk/info/100010/social_care_and_support/4093/manchester_safeguarding_adults_board

The Office of the Public Guardian's policy on protecting adults at risk of abuse or neglect.

<https://www.gov.uk/government/publications/safeguarding-policy-protecting-vulnerable-adults>

<http://www.scie.org.uk/care-act-2014/safeguarding-adults/>

Domestic Abuse

Domestic abuse is the abuse of someone within an intimate or family relationship. It is the repeated, random and habitual use of intimidation to control another person – usually a partner, ex-partner or other family member.

Abuse can be physical, emotional, psychological, financial, sexual, or a combination of these. Anyone forced to alter their behaviour because they are frightened of someone's reaction is being abused.

Get information resources, and a searchable directory of services for people experiencing domestic abuse, and for professionals at endthefear.co.uk, Manchester's multi-agency Domestic Abuse website

http://www.manchester.gov.uk/info/200036/domestic_violence/550/domestic_abuse-help_and_support

<http://www.endthefear.co.uk/>

Find out about domestic violence and abuse, coercive control, disclosure scheme, protection notices, domestic homicide reviews

<https://www.gov.uk/guidance/domestic-violence-and-abuse>

Mental Health

Mental health is defined as a state of well-being in which every individual realises his or her own potential, can cope with the normal stresses of life, can work productively and fruitfully, and is able to make a contribution to her or his community.

Mental Health services are delivered by the Manchester Mental Health and Social Care Trust. This is a joint partnership between the NHS and Manchester City Council.

<http://www.mhsc.nhs.uk/>

Responsibilities under the Mental Health Act 1983

<https://www.gov.uk/government/publications/code-of-practice-mental-health-act-1983>

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Health & social care integration & devolution

Integration: refers to overcoming the barriers that exist between health and social care and between different parts of the NHS to ensure that the right services are provided to people in the right place and at the right time.

Devolution: involves ‘the transfer, concurrent exercise, or joint exercise of functional responsibilities from a public authority (which could include a government department or NHS England) to a combined or local authority’ (NHS England 2015a) following an order from the Secretary of State, as set out in the Devolution Bill. This would be accompanied by a corresponding transfer of duties, accountabilities and resources

Greater Manchester and NHS England have announced groundbreaking plans around the future of health and social care. A memorandum has been signed agreeing to bring together health and social care budgets – a combined sum of £6bn.

http://www.manchester.gov.uk/news/article/7111/greater_manchester_announces_shared_plan_for_6_billion_health_and_social_care_funding

What the government is doing about health and social care integration.

<https://www.gov.uk/government/policies/health-and-social-care-integration>

Early Help

Every local authority area should have an early help strategy to ensure that problems for children and families are identified early, and responded to effectively as soon as possible.

The aim is to ensure problems do not escalate to become more acute, and more costly, to the detriment of children and families, by investing ineffective community services and multi-agency coordination.

Early help requires a collaborative approach from all agencies, with the active involvement of children, young people, families and carers.

Families with a range of problems often struggle to get the right help and support at the right time.

To address this, Manchester City Council is working across organisational boundaries with partner organisations to ensure that families in need of additional support receive coordinated help and support when it is most needed.

http://www.manchester.gov.uk/info/200031/data_protection_and_freedom_of_information/7033/early_help_for_families

The Early Help Practitioner Zone is being developed to support practitioners to undertake Early Help Assessments to understand what’s working well and what could be better in child, young person’s or family’s life.

<http://manchester.fsd.org.uk/kb5/manchester/directory/directory.page?directorychannel=1-10>

<http://www.eif.org.uk/>

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Access to services

Much good work has been done to safeguard adults, but much more still remains. There are significant numbers of adults for whom abuse and disability compromise their access to safety, to the civil and criminal justice system; to victim support services; to housing; to health and social care and to protective networks of family, friends and community.

Access to MCC social care and support

<http://www.manchester.gov.uk/socialservices>

Healthwatch Manchester is the local consumer champion for health and social care.

<http://www.healthwatchmanchester.co.uk/>