

Camden and Islington Safeguarding Adults Partnership Boards

Joint Adult Safeguarding Strategy

2015-18



Introduction from the Chair

I am delighted to present this joint adult safeguarding strategy between Camden and Islington Safeguarding Adults Partnership Boards (SAPB). We are trying to ensure the Boards work closely together and decided to have a joint strategy.

Preventing, identifying and stopping the abuse and neglect of adults needs everyone to work together – “safeguarding is everybody's business”. Over recent years both Camden and Islington have built strong safeguarding partnerships, worked hard to listen to the voices of adults in their boroughs, and helped to raise understanding locally of what abuse is and how to report it. Both boroughs have seen significant rises in safeguarding referrals in recent years, and been able to do more to help and protect adults as a result. However, there is always more to do.

This strategy outlines the shared ambitions of Camden and Islington SAPBs for safeguarding in our boroughs from 2015 to 2018. It sets out the areas our Boards will focus on over the next three years to improve how we prevent abuse, help and protect adults, and promote wellbeing. It summarises the work programme of our SAPBs to 2018, including the difference that we expect to make for people at risk of or experiencing abuse in Camden and Islington.

Both SAPBs have a vision to improve how safe people feel and are from abuse. Both Boards are committed to helping adults, their carers, the public and professionals to work together to make Camden and Islington places where adults can enjoy their right to live free from neglect and exploitation. This joint adult safeguarding strategy will help us turn these ambitions into a reality, and to meet our legal duties under the Care Act 2014.

Thank you for your interest in the work of Camden and Islington SAPBs.



Marian Harrington

Independent Chair,
Camden Safeguarding Adults Partnership Board
Independent Chair,
Islington Safeguarding Adults Partnership Board

Structure of the joint adult safeguarding strategy

Our joint adult safeguarding strategy is structured according to the six key principles for use by adult social services, health, police and other partners in safeguarding adults work. These six key principles were set out by the Government in the statutory guidance accompanying the Care Act 2014. You can download this guidance by clicking here: **Care and support statutory guidance (p232)**.

Key principle	Description	What this means to people who live in Camden and Islington
1 Empowerment	People being supported and encouraged to make their own decisions and informed consent.	"I am asked what I want as the outcomes from the safeguarding process and these directly inform what happens."
2 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."
3 Proportionality	The least intrusive response appropriate to the risk presented.	"I am sure that the professionals will work in my best interests, as I see them and they will only get involved as much as needed."
4 Protection	Support and representation for those in greatest need.	"I get help and support to report abuse and neglect. I get help so that I am able to take part in the safeguarding process to the extent to which I want."
5 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 and with me to get the best result for me."
6 Accountability	Accountability and transparency in delivering safeguarding.	"I understand the role of everyone involved in my life and so do they."

Each key principle forms a 'strategic outcome' in our joint adult safeguarding strategy. Under each strategic outcome, a number of shared goals have been identified. For each goal, we have set out what difference it will make to improve our safeguarding arrangements, and how we will know whether we have achieved it at the end of three years.

How have shared goals been identified for this joint adult safeguarding strategy?

In order to develop some suggested goals that we could consult the community on, we looked at:

- The results of our 2014 quality assurance work, self-audits and Challenge and Support Event.
- New requirements and opportunities set out in the Care Act 2014, coming into force in April 2015.
- Trends in the data we collect on abuse – including abuse types, victims and locations, and comparison with other London boroughs.
- Feedback from residents, service users and carers gathered through engagement events in 2012/13 and 2013/14.
- Feedback from partners, staff and volunteers gathered through focus groups and training in 2012/13 and 2013/14.
- Findings from case reviews and audits.
- Recent research and good practice developments elsewhere, such as the Making Safeguarding Personal programme.

Camden and Islington worked together in Autumn 2014 to conduct a consultation with the membership of both Boards, partner agencies and the local community including HealthWatch, carers and service user groups. The consultation included an online survey and workshop style engagement events, providing an opportunity for people to share their views on what the key safeguarding issues are and what they think each SAPB should be doing to help and protect adults at risk of abuse and neglect.

Based on the views we heard, we rewrote our suggested goals and developed the joint adult safeguarding strategy set out below. The strategy has been agreed by both Camden SAPB and Islington SAPB, and the partner organisations that are members of the SAPBs have considered and approved the strategy internally.



Strategic outcomes

Strategic outcome 1 – Empowerment		
Description: People being supported and encouraged to make their own decisions and informed consent.		
What this means: “I am asked what I want as the outcomes from the safeguarding process and these directly inform what happens.”		
Goals	What difference will it make?	How will we know we have achieved it?
1.1 Keep the person at the centre and take a holistic view.	The person is kept at the centre of all safeguarding work. Adults at risk are asked what they would like to achieve from safeguarding, and are supported (e.g. by an advocate) to achieve this where possible. The adult, their family and carers are actively involved in safeguarding processes.	Case audits and/or data (where available) show the person is satisfied with the outcome and the way they were involved in their case.
1.2 Make safeguarding information and advice more accessible.	Adults at risk, their families and carers know about different types of abuse and neglect, responsibilities to report any concerns and how to do so. Safeguarding information is available in a variety of media/ formats (including community workshops).	People in the community tell us they have access to the information they need in the format they need it.
1.3 Raise awareness of scams, fraud and other financial abuse.	People in the community, key partners and local businesses, including bank and post office staff, are more aware of different forms of financial abuse and how to prevent it.	People in the community report feeling more knowledgeable about different types of financial abuse and more confident in how to deal with it.
1.4 Share stories and experiences.	Residents, adults at risk, their families and carers can share their safeguarding experiences for others to learn from, helping to ensure others don't suffer like they did. Scenarios of 'mate crime' or fraud are shared to help people spot the signs.	People in the community tell us that they were able to apply learning from someone else's story to keep themselves safe from abuse.
1.5 Listen to people's experiences of safeguarding.	Residents, adults at risk, their families and carers shape safeguarding services and priorities.	Effective mechanisms to hear the people's views are established and embedded. Services are developed based on feedback.

Strategic outcome 2 – Prevention		
Description: It is better to take action before harm occurs.		
What this means: “I receive clear and simple information about what abuse is, how to recognise the signs and what I can do to seek help.”		
Goals	What difference will it make?	How will we know we have achieved it?
2.1 Make information and advice on how to protect yourself available and accessible.	Adults at risk, their families and carers will know how to prevent abuse and neglect happening in the first place.	People in the community share their stories of how they have spotted and avoided abuse. Assurance information is displayed in the right places.
2.2 Reduce opportunities and situations in which people can be abused.	Communities can be confident that safe and high quality services are bought and arranged in our boroughs, with safe and well-trained staff and volunteers. Partner organisations have a good understanding of the most likely opportunities and situations in which their service users can be abused and focus on preventing those situations.	Prevention work undertaken by partners has been informed by analysis of data on location of abuse.
2.3 Identify early on any issues around quality of care for people, including pressure ulcer ('bed sores') care.	Services are improved and quality issues addressed before abuse or neglect happens to people that live in Camden and Islington. Robust early warning systems are in place and better use is made of data to trigger establishment and/or quality concerns processes.	Case audits, complaints data and safeguarding data analysis confirm that early warning signs are being spotted and acted on.
2.4 Prevent vulnerable people from being groomed and involved in terrorism or extremism.	Residents, professionals and volunteers are aware of the risks of people being groomed for involvement in extremist activity, and know how to report concerns.	Increase in concerns reported and appropriate responses made.
2.5 Learn from serious incidents and cases (including Safeguarding Adults Reviews and domestic homicides) locally and nationally.	Lessons are applied to minimise the chances of similar incidents happening in Camden or Islington.	A number of cases are regularly reviewed in each borough, action plans on lessons learned are implemented, and learning and results shared openly and transparently.

Strategic outcome 3 – Proportionality		
Description: Professionals respond proportionately to the risk presented. Professionals don't disregard concerns or over-react, and use the least intrusive response appropriate.		
What this means: "I am sure that the professionals will work in my best interests as I see them, and professionals will only get involved as much as needed."		
Goals	What difference will it make?	How will we know we have achieved it?
3.1 Identify and deal with the risks people face through robust risk assessment and protection planning.	Professionals respond proportionately to the risk presented. The least intrusive intervention can be provided in line with the level of risk presented, and interventions can be changed/ adapted as risk changes over time.	Case audits show that a thorough risk assessment and protection plan is completed during safeguarding enquiries as appropriate.
3.2 Respect people's rights, independence and inclusion in society by helping adults, their families and carers to find solutions to risk.	Adults and their networks are enabled and supported to respond to and manage risk as appropriate for them. Positive risk taking is facilitated as appropriate, rather than all risk being avoided.	People tell us that they receive the support they need to understand and manage risk positively. Reduced repeat referral numbers.
3.3 Respond to cases of self-neglect and/or non-engagement with services.	Such cases are properly understood and responded to (including issues of capacity and/or underlying illnesses) to keep people safe whilst respecting choice and independence.	Plans and procedures are in place for people who refuse the help they need or neglect themselves.
3.4 Issues of capacity are appropriately considered and assessed.	Everyone lacking capacity has decisions taken in their best interests, utilising the full network of family, friends and professionals around them.	Case audits show capacity has been appropriately considered and thoroughly assessed, and best interest decision-making is in line with legal requirements.
3.5 Only deprive people of their liberty if absolutely necessary.	Everyone lacking capacity who needs to be kept in a care home, hospital or domestic setting for care or treatment is thoroughly protected by the law.	An increase in Deprivation of Liberty Safeguards (DoLS) applications made by partners and assessed in line with legal timescales.
3.6 Respond appropriately to serious cases of abuse (e.g. suspected organisational abuse).	Such cases are thoroughly investigated, any abuse stopped as soon as possible, and learning shared to prevent it happening again.	Appropriate numbers of Safeguarding Adult Review (SAR) requests received and conducted, and implementation of action plans.
3.7 Explore options and feasibility of conducting programmes for perpetrators.	People who abuse and neglect others are supported to change attitudes/ behaviour, so that they are less likely to abuse again.	Each SAPB scopes and considers options and feasibility, to support appropriate decision-making.

Strategic outcome 4 – Protection		
Description: Support and representation for those in greatest need.		
What this means: “I get help and support to report abuse and neglect. I get help so that I am able to take part in the safeguarding process to the extent to which I want.”		
Goals	What difference will it make?	How will we know we have achieved it?
4.1 Make it easier for communities, carers, families and minority groups to report concerns about abuse.	Groups that are currently under-represented in reports of safeguarding concerns are enabled to report concerns of abuse through a range of channels. Greater trust is built between communities and authorities. All groups have equal access to safeguarding and protection.	New reporting pathways/ channels in place appropriate to needs of minority groups. Safeguarding alerts increasingly reflect local demographics.
4.2 Professionals and volunteers are equipped (e.g. through the Multi-agency Safeguarding Hub - MASH) to respond to safeguarding concerns and protect people.	All professionals and volunteers know how to identify and report abuse, and know how to keep people safe. Social services workers and Designated Adult Safeguarding Managers (DASMs) in partner organisations know how to receive and act on reports of abuse.	Training take up and compliance figures. Case audits show high quality work. People tell us that volunteers and professionals working with them were knowledgeable and skilled.
4.3 The voluntary and community sector, and communities themselves, are supported to play an active role as safeguarding partners.	Community organisations that the adult and their family trust can help with reports of abuse and neglect, and offer support and services to stop abuse and aid recovery and resilience.	An increase in numbers of safeguarding concerns reported from the voluntary sector. Case audits show voluntary sector is frequently involved in protection planning.
4.4 Respond promptly and effectively to safeguarding concerns.	Abuse and neglect are thoroughly investigated, responded to and stopped (protection planning) involving the most appropriate agencies to avoid duplication.	Performance data shows enquiries were made promptly, and case audits show that investigation and protection work is thorough. People tell us they feel safer and happier.
4.5 Respond to new types of abuse including domestic violence and modern slavery.	Adults, their families and carers experiencing these types of abuse have access to appropriate levels of protection and support.	Plans and procedures put in place for new types of abuse. Case study examples of effective work.
4.6 Skill up professionals.	Professionals can work flexibly with adults, families and carers to help them resolve and recover from abuse and neglect in line with their wishes. Professionals are legally literate and skilled in understanding and appropriately applying the full range of legal, social work and multi-disciplinary interventions.	Case audits show a range of interventions and tools are applied, as appropriate, to support adults and their families.

Strategic outcome 5 – Partnership		
<p>Description: Local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse.</p>		
<p>What this means: “I am confident that professionals will work together, with me and my network, to get the best result for me. I know that staff treat any personal and sensitive information in confidence, only sharing what is helpful and necessary.”</p>		
Goals	What difference will it make?	How will we know we have achieved it?
5.1 Help all partner organisations to identify and report appropriately concerns about abuse and neglect.	All organisations function as safeguarding “eyes and ears” locally, so that whichever organisations an adult comes into contact with abuse and neglect will be consistently and effectively identified and reported.	Safeguarding concerns are raised by a wider range of sources.
5.2 Share the right information with the right people at the right time.	Key information is shared at the right time to enable holistic and comprehensive risk assessment and safeguarding, whilst legal requirements (such as the Data Protection Act and patient confidentiality) are complied with.	Clear information sharing arrangements (e.g. MASH) are in place and operate effectively. Look at local and national SARs to identify and implement lessons on communications and information sharing.
5.3 People who raise safeguarding concerns receive appropriate feedback.	Partner organisations, adults, their families and carers know that the concern they raised was received, taken seriously and acted on appropriately.	Case auditing and performance data show that feedback is given consistently.
5.4 Embrace and effectively embed as statutory Safeguarding Adults Partnership Boards under the Care Act 2014.	Board governance and arrangements enable it to fulfil its statutory functions and provide appropriate strategic direction and oversight of safeguarding adults locally.	Annual reviews show to what degree the Board fulfils its statutory functions and is compliant with the Care Act, and any development areas are addressed through an action plan.
5.5 Build strong links with other partnerships.	Strong links are built with aligned partnerships (e.g. the children’s safeguarding board, health and wellbeing board, community safety partnership). Safeguarding is joined up with aligned agendas to improve the effectiveness and efficiency of our work. Clear pathways exist for work such as domestic violence (and PREVENT) to avoid duplication.	Agreements are in place between partnerships. Joint pieces of work are undertaken.

Strategic outcome 6 – Accountability		
Description: Accountability and transparency in delivering safeguarding.		
What this means: “I understand the role of everyone involved in my life and so do they.”		
Goals	What difference will it make?	How will we know we have achieved it?
6.1 Help more victims of abuse and neglect to get the positive outcome they want, including access to justice.	Victims (including ‘vulnerable’ or ‘unreliable’ witnesses) have a range of ways of gaining greater access to justice and ‘closure’ – e.g. police officer visit or warning restorative justice, reparation, or criminal justice routes. Victims are satisfied with the outcome.	Performance data shows increasing numbers of cases where access to justice is sought, and in increasingly diverse ways. OR Case audits confirm that the range of possible outcomes was explored/considered with the victim.
6.2 Understand and better use trends in the quality of care and local health services.	Gain assurance that local care and health services are being monitored appropriately, trends identified and abusive and neglectful services appropriately dealt with. Effective partnership working with commissioners, procurement and regulators (e.g. Care Quality Commission) mean that providers of health, social care and other services know poor, abusive or neglectful practice is not tolerated.	The Board understands quality of services and is assured all services are safe or have appropriate improvement plans in place. Cases are escalated to and by the Board as appropriate.
6.3 Encourage a culture of learning, not a blame culture.	Professionals, volunteers and organisations are not afraid to admit mistakes and failings, apologise as appropriate, and use learning to constantly improve services. In being more open and transparent with the public, people will have greater confidence that we learn from mistakes.	Case studies of mistakes that are admitted, apologised for and learning taken on board.
6.4 Make use of performance data and frameworks to quality assure safeguarding arrangements and practice locally.	We can be confident we have fulfilled our statutory obligations, and that our safeguarding arrangements are effective. We can identify areas to be improved using action plans.	Annual quality assurance process undertaken. Performance data from a range of partner agencies is used in SAPB reports.
6.5 Involve adults, their families and carers more in safeguarding arrangements and quality assurance.	The views and experiences of people who use services are listened to and are central to how we understand the quality and effectiveness of service and how improvements can be made.	Feedback is obtained from adults on their experience of safeguarding, and service users contribute to SAPB decision-making.

How will we deliver and monitor our joint adult safeguarding strategy?

Camden SAPB and Islington SAPB will each develop their own annual delivery plan, drawn from the three-year joint adult safeguarding strategy, any other specific strategies (e.g. on prevention, or on training), and the commitments that individual partner organisations agree to make.

The delivery plans will set out:

- The specific actions that will be taken to help us achieve the strategic outcomes and goals.
- Timescales for each action.
- Which partner organisation will lead on each action.
- How we will know when each action has been achieved.

The delivery plans will be based on local needs and issues, and therefore the delivery plans are likely to be different between the two SAPBs, although there may be some things we will do together.

Each SAPB will take responsibility for making sure that its own delivery plan is carried out, and will regularly monitor progress against the plan. Progress against the overarching strategy will be jointly evaluated by both SAPBs each year, e.g. through our shared Challenge and Support Event.

The strategy and delivery plans will be circulated widely and also published on each SAPB's webpages. They will be available on request in a variety of formats. Each SAPB will report on its progress in its annual report, setting out our achievements and any areas for further development.



Would you like more information?

If you would like this strategy in a different language or format, please call **020 7974 4000**.

Further information on adult safeguarding can be downloaded from:

Camden: **camden.gov.uk/asg**

Islington: **islington.gov.uk/safeguardingadults**

Contact

Camden Safeguarding Adults
Partnership Board
c/o Camden Council
Town Hall, Judd Street
London, WC1H 9JE

Phone: **020 7974 4000**

Email: **camdenSAPB@camden.gov.uk**

Islington Safeguarding Adults
Partnership Board
c/o Islington Council
7 Newington Barrow Way
London, N7 7EP

Phone: **020 7527 2000**

Email: **safeguardingadults@islington.gov.uk**

What should i do if i think someone is being abused?

If you are worried that an adult is at risk of or is experiencing abuse, neglect or exploitation:

In Camden, contact:

Adult social care, Camden Council

Phone: **020 7974 4000** (9am to 5pm, Monday to Friday)

Or **020 7974 4444** (out of hours)

Textphone: **020 7974 6866**

If you believe a crime may have been committed contact:
Camden police community safety unit on **101**.

In Islington, contact:

Access & Advice Service, Islington Council

Phone: **020 7527 2299** (9am to 5pm, Monday to Friday)

Fax: **020 7527 5114**

Email: **access.service@islington.gov.uk**

If you believe a crime may have been committed contact:
Islington police community safety unit on **020 7421 0174**.

In either borough, if you feel immediate help is needed from one of the emergency services call **999**.