



This is ...



Adult Care

SAFEGUARDING ADULTS STRATEGY 2022 – 2025

safeguarding is everyone's responsibility

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1. Our Vision, Commitment and Values

Our vision and commitment to adults and unpaid carers...				
“We will help you live safe and well, in the place you call home, with the people and things you love, connected to your community, doing the things that matter to you.”				
Our values ...				
To keep communities central to what we do	To be caring and respectful	To be bold, ambitious and aspirational	To promote opportunity	To always aim to get the job done to the best of our ability, within available

2. Foreword

Everyone has a fundamental right to live a life free from harm and abuse whether vulnerable or not and this strategy is about how Redcar & Cleveland Borough Council, and its partners will help to prevent and protect adults from abuse.

Our strategy builds on the strategy developed by the Teeswide Safeguarding Adults Board (TSAB), which is the statutory safeguarding board for our borough. The real strength of the Board is the partnership working across Tees by all partners, to ensure our collective efforts support adults to lead safe and fulling lives in our communities.

Our strategy aims to ensure we are focussed on putting the adult who needs support first, by listening to people who have experienced abuse or neglect and tailoring our safeguarding services so that they deliver the outcomes that people want.

As our population ages, more people will live in our communities with care and support needs, it is vital therefore, that safeguarding remains the primary focus of Adult Social Care, delivery of this strategy will help ensure this.



Patrick Rice
Executive Director for Adults & Communities

3. Background and Context

The Care Act 2014 placed adult safeguarding on a statutory footing giving local authorities a duty to make enquiries where allegations of abuse or neglect were raised. The Act and the supporting statutory guidance provided local authorities with clear duties and responsibilities in relation to all their assessment and support functions including safeguarding.

The Act is based on the fundamental concepts of promoting wellbeing, independence and choice and involving individuals throughout adult social care interactions. The Act set out 6 principles which are to apply to all sectors and settings involved with adults including care and support services, further education colleges, commissioning, regulation and provision of services, housing, wider local authority functions and the criminal justice system.

The Care Act Guiding Principles are outlined below:

Principle	Description	Outcome for Adult at Risk
Empowerment	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 will only get involved as much as needed and I understand the role of everyone involved in my life.”
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	“I know staff treat any personal and sensitive information in confidence, only share what is helpful and necessary. I’m confident professionals will work

	and reporting neglect and abuse.	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 and I know what to do if I’m not happy about a safeguarding service”

4. The Aims of Adult Safeguarding

The aims of adult safeguarding are to:

- To prevent harm and reduce the risk of abuse or neglect to adults with care and support needs;
- To stop abuse or neglect wherever possible;
- To safeguard adults in a way that supports them in making choices and having control about how they want to live;
- To promote an approach that concentrates on improving life for the adults concerned;
- To raise public awareness so that communities as a whole, alongside professionals, play their part in preventing, identifying and responding to abuse and neglect;
- To 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; and
- To address what has caused the abuse or neglect.

5. Tees Wide Safeguarding Adults Board (TSAB)

The Care Act 2014 places clear safeguarding duties and responsibilities on statutory safeguarding partners: Local Authority as lead agency, the Police and the local Integrated Care Board (ICB). These partners make up the basis of the statutory Safeguarding Adults Board.

Across the Tees Valley, the statutory Board was established as a joint venture across the four Tees local authorities, Tees Valley Clinical Commissioning Group CCG (now the North East and North Cumbria ICB) and Cleveland Police.

Non-statutory partners which are represented on the Board include South Tees Hospitals NHS Foundation Trust, North Tees Hospitals NHS Foundation Trust, Tees Esk & Wear Valley Trust, Cleveland Fire Service, Probation services, Prison service, Healthwatch, Durham Tees Valley Community Rehabilitation Company, Public Health and the Care Quality Commission.

Associate members of the Board include Northeast Ambulance Services, the Crown Prosecution Service, the Department for Work & Pensions, Victim Support, Teesside University, Beyond Housing, Thirteen Housing Group, Catalyst, Middlesbrough & Redcar Voluntary Development Agency and the Office of Police and Crime Commissioner.

The [Teeswide Safeguarding Adults Board](#) work in partnership to safeguard and promote the well-being and independence of adults at risk of harm or abuse living in the boroughs of Hartlepool, Middlesbrough, Redcar and Cleveland and Stockton-on-Tees.

It's core purpose is to:

- Ensure that local safeguarding arrangements are in place as defined by the Care Act 2014 and statutory guidance;
- Ensure that safeguarding practice is person-centred and outcome focused;
- Work collaboratively to prevent abuse and neglect where possible;
- Ensure agencies/individuals give timely and proportionate responses when abuse or neglect has occurred, and
- Ensure that safeguarding practice is continuously improving and enhancing the quality of life of adults in the area.

The Board co-ordinates and monitors the effectiveness of partner organisations working together to implement their responsibilities for protecting adults whose independence is placed at risk by significant abuse or neglect.

It also has strong links with local strategic partners including the [Tees Safeguarding Children Partnerships](#).

It is responsible for developing strategies to reduce risk and prevent harm occurring to adults recognised as being at risk, and to respond effectively when harm or abuse occurs.

TSAB has clear terms of reference and lines of accountability and a set of sub-groups that lead on the key aspects of policies, procedures and practice, learning and development, communication and engagement and performance and quality. Moreover, the Board sets the strategic aims and key objectives for safeguarding work across Tees (the Board's strategic plan is detailed at Section 6 below). Redcar and Cleveland Borough Council have developed our strategy in line with the Board's priorities.

6. Priorities 2022-2025

Outlined below are the 4 priorities set by TSAB along with a set of specific Redcar and Cleveland Adult Care actions that we need to undertake to support and delivery on these identified priorities.

Priority 1: Joint Working

Priority 1: Joint Working	Aim: We will develop a whole system approach to safeguarding adults which is responsive to individual's needs views and wishes.
Objectives <i>We will:</i> <i>1. Ensure Board partners work together in an effective manner to protect adults from all forms of abuse and neglect.</i>	

2. *Consider and act upon the impact of new legislation on safeguarding practice, for example, Liberty Protection Safeguards, Domestic Abuse Act 2021.*
3. *Engage and collaborate with the Local Safeguarding Children Partnerships, Community Safety Partnerships, Domestic Abuse Steering Groups, Health and Well-being Boards and Strategic Vulnerable, Exploited, Missing and Trafficked Group (VEMT) to deliver joint priorities and objectives.*
4. *Engage and collaborate with the multi-partnership and multi-agency development work regarding missing adults, transitions, contextual safeguarding and adult sexual exploitation.*
5. *Further embed trauma informed practice, strengths based and person-centered approaches to all safeguarding adults' work.*

Actions

We will do this by:

1. *Striving towards the implementation of a consistent Teeswide Team Around the Individual (TATI) approach to the management of high-risk and complex cases.*
2. *In conjunction with service users and carers review, existing and, where appropriate and necessary, develop new policy, procedure and guidance to incorporate updated or new legislation and statutory guidance.*
3. *Working with relevant partners, partnerships and user groups to contribute towards the development of a 'Missing Adults' protocol, transitions procedures, contextual safeguarding work, and an Adult Sexual Exploitation Strategy.*
4. *Delivering an effective learning, training and development programme guided by learning from Safeguarding Adults Reviews to include trauma informed practice and contextual safeguarding.*
5. *Developing a suite of tools and resources to embed trauma informed practice in adult safeguarding.*

What do we need to do in Redcar & Cleveland?

Strengthen our relationships with Adults and Partners to ensure our approach to Safeguarding captures partner and customer feedback and fosters joined up working to develop services.

How are we going to do it?

- Have an organisational structure in place which can deliver a strategic and operational lead for safeguarding practice, representing Redcar and Cleveland Borough Council at the TSAB and local and regional forums to share and learn from good practice.
- Contribute to the development and implementation of the Tees Safeguarding Adults Policies, Procedures and practice guidance.
- Maintain effective links with other strategic boards across disciplines such as the Community Safety Partnership, the Domestic Abuse Partnership and Scrutiny and Improvement Committee.
- Maintain effective links with the wider local authority functions of procurement, commissioning, public health, environmental health and neighbourhood services.
- Work with early intervention initiatives such as social prescribers and the Transformation Challenge Programme to promote safeguarding identification and intervention.
- Continue to prioritise the Team Around the Individual (TATI) approach in order to improve coordination, communication and inter-agency risk management with a focus to reduce risk and improve outcomes for vulnerable adults.
- Work with our local domestic abuse partnership board to drive forward the principles of the Act to inform practice and achieve better outcomes for victims of domestic abuse.
- Adopt a holistic 'Think Family' approach to safeguarding and consider any potential safeguarding issues in relation to children or LADO issues. The Team Around the Individual approach also allows the opportunity to understand wider family concerns and risks and we know that some families have linked complex difficulties. Therefore, a joined up "Think Family" approach will

more likely achieve sustainable changes and better outcomes for individuals and families.

- Ensure practitioners work sensitively and collaboratively with adults to understand their personal journey and traumas, and by developing a trusting relationship, this will empower adults to manage their lives more effectively.

Priority 2: People

Priority 2: People

Aim: We will ensure the workforce is well trained, supported and equipped to safeguard the most vulnerable people within our communities.

Objectives

We will:

- 1. Strengthen professionals' understanding of the legislative framework and trauma informed practice to ensure the best outcomes for adults at risk.*
- 2. Seek assurance from partners that staff are provided with single agency Safeguarding Adults training in accordance with the TSAB Training Strategy.*
- 3. Seek assurance from partners that staff are provided with support, particularly in relation to the management of high risk/complex cases and with consideration of vicarious trauma.*
- 4. Learn from the findings of local, regional and national Safeguarding Adult Reviews (SAR) and Learning Lessons Reviews (LLR), and applicable Domestic Homicide Reviews (DHR), and Safeguarding Children Practice Reviews (SCPR) and implement action plans.*

Actions

We will do this by:

- 1. Developing and delivering the TSAB training plan to align with TSAB priorities, ensuring that the voice of people with lived experience of abuse or neglect is included in resources and events.*

- 2. Reviewing and further developing the quality assurance framework/ Self-Audit tool to seek assurance from partners on the training and support provided to their staff.*
- 3. Developing and implementing action plans for all SARs and LLRs, applicable DHRs and SCPRs.*
- 4. Sharing the learning from reviews across partner agencies and seeking assurance that the learning has been embedded into practice.*
- 5. Appropriately review learning from SARs and LLRs to ensure it remains embedded in practice*

What do we need to do in Redcar & Cleveland?

Our workforce is held to account for their actions and embraces a culture where professional challenge is welcomed and responded to positively. We will embed safeguarding processes that our workforce are confident to implement.

We will ensure the public, TSAB, Senior leaders and Elected Members are confident in our safeguarding responses and practice. We will learn from good practice as well as when things go wrong.

How are we going to do it?

- Ensure our workforce development and training offer is available to the whole of the adult social care workforce, including commissioned services.
- Ensure the wider adult social care workforce (including provider service workforce) is equipped with the knowledge and skills to carry out their roles and responsibilities by having in place robust recruitment processes and workforce development plans.
- Review our Learning and Development Programme to ensure the adult social care workforce, including those commissioned to provide services on behalf of the local authority has the right skills and knowledge to provide effective and safe services and knows how to identify and report abuse.
- Implement a robust supervision policy and standards that encourage case discussions, reflection on practice and evidence of

management decisions. The Principal Social Worker will have a key role in raising the profile and standards of social work practice including safeguarding and supervision of social work practice.

- Implement a process for professional challenge within social care practice.
- Implement the TSAB Quality Assurance Framework in line with the assurance cycle and report findings and our improvement plan to the Board.
- Implement the Redcar and Cleveland Borough Council's Adult Care Safeguarding & Quality Assurance Framework which provides a clear set of practice standards for the workforce alongside a schedule of audits and direct observations of practice.
- Develop communication and action plans for practice improvement in response to learning from Safeguarding Adult Reviews, internal management reviews and provider review interventions as well as other forms of learning lessons opportunities.
- Hold regular Practice Improvement Meetings where senior and front-line managers ensure learning from complaints, case file audits and feedback from service users is translated into practice in a culture of continuous improvement.
- Develop a suite of regular management information reports which operational managers can use to manage team performance. Senior Managers will use these reports to track performance and trends and benchmark regionally and nationally to improve performance.
- Utilise the information gained from our core intelligence data alongside any Joint Strategic Needs Assessment (JSNA) to plan and deliver safeguarding services, particularly in relation to hard-to-reach groups.

Priority 3: Communication

Priority 3: Communication

Aim: We will provide accessible and clear information, advice and support that helps people to understand what abuse is, how to prevent abuse from happening, how to seek help and how to engage with the work of the Board

Objectives

We will:

- 1. Establish mechanisms that enable adults, their families, and their carers to better inform the future direction and priorities of adult safeguarding across Teesside.*
- 2. Ensure adults who use safeguarding services are asked what they want as outcomes from the safeguarding process and that their views actively inform what happens.*
- 3. Communicate with and seek feedback from adults, families, and carers to ensure safeguarding responses are the least intrusive possible and proportionate to the risk(s) presented.*
- 4. Further develop the Safeguarding Champions initiative to improve engagement with local communities, harder to reach groups, the seldom heard and to create stronger links with the community and voluntary sector.*
- 5. Improve information sharing across and between agencies to ensure the best outcomes for adults using safeguarding services.*

Actions

We will do this by:

- 1. Developing tools and processes to assist with seeking feedback from adults and their carers.*
- 2. Monitoring and developing the TSAB Performance Indicators relating to outcomes.*
- 3. Delivering a communication and engagement plan, including awareness raising and 'Spotlight On' campaigns which focuses on prevention and engages with the general public, hard to reach groups, the seldom heard and professionals.*

4. *Building on the Safeguarding Champions initiative to increase the number of champions across a range of services.*
5. *Reminding professionals of information sharing arrangements through newsletters, bulletins and training.*

What do we need to do in Redcar & Cleveland?

We will provide information and services that aim to prevent abuse from occurring or where abuse is occurring remove barriers to people reporting this. We will respond to individuals who experience or may be at risk of abuse of neglect in a way that inspires trust and confidence. Our safeguarding responses will be driven by the individual and not by process.

How are we going to do it?

- We will develop a Making Safeguarding Personal (MSP) culture that focuses on personalised outcomes ensuring that the individual remains at the centre of our safeguarding practice, gaining their views, wishes and desired outcomes at the start and throughout the safeguarding episode.
- Review and implement an Engagement Strategy within Adult Care which will include consultation with communities about our services, including safeguarding. Through our new customer engagement framework we will build in mechanisms to enable adults to contribute to service delivery plans and shape care delivery across the borough.
- Review and re-issue our public information in relation to safeguarding – how to identify abuse and neglect and information about the safeguarding process.
- Arrange audits through independent agencies to provide feedback from adults on our information and advice offer.

Priority 4: Services

Priority 4: Services

Aim: Services are commissioned and provided by our partners to meet the individual needs of adults who are most at risk of abuse or neglect

Objectives

We will:

- 1. Ensure that adults at risk of neglect and/or abuse can access support services and schemes such as the Safe Place Scheme and Ask ANI.*
- 2. Review the services and support available across Tees which aim to reduce the impact of loneliness and isolation on vulnerable people.*
- 3. Seek regular assurance from our partners on the safe commissioning and delivery of services.*
- 4. Improve our performance monitoring processes and systems to obtain accurate, current and validated information.*

Actions

We will do this by:

- 1. Reviewing the 'Find Support in your Area' page on the TSAB website to ensure all information is up to date and accurate.*
- 2. Establishing a task and finish group to undertake work relating to reducing loneliness and isolation.*
- 3. Delivering the annual Quality Assurance programme, which includes the Quality Assurance Framework/ self-audit tool and multi-agency case audits.*
- 4. Implementing the Power Bi system to produce high quality performance reports which will support the analysis and further development of multi-agency safeguarding practice.*

What do we need to do in Redcar & Cleveland?

We will be confident that the care and support that we provide either as a direct provider or commissioner of external services is safe and meets the expected standards of quality for individuals and their families.

Where we identify poor quality care, we will respond effectively and work with partners and providers to ensure sustained improvements.

How are we going to do it?

- Ensure our procurement and subsequent contract compliance processes are rigorous.
- We will undertake intelligence led responsive, scheduled and annual care quality and compliance work with all providers to ensure the care they deliver is safe and meets the expected standards of quality.
- Commissioning and Safeguarding Teams will work with commissioned providers to develop single support and improvement plans, where appropriate, with realistic objectives that are clear and timely.
- Facilitate regular Provider Forums with our Residential Care and Community Care and Support providers to share good practice, maximise education and training opportunities and engage in coproduction of improvement activity.
- Multi –agency Provider Review meetings will be facilitated by the local authority to share information and identify concerns about the quality of care and support commissioned across Redcar and Cleveland to enable proportionate support and intervention and the earliest opportunity.
- Implement a programme of Elected Member Rota visits to care homes across the borough.
- Increase access to our Reablement Services to ensure effective services are identified to safely maintain individuals in their own communities for as long as possible.