

TELFORD & WREKIN COUNCIL HEALTH & WELLBEING BOARD

10th JUNE 2015

TELFORD & WREKIN SAFEGUARDING ADULT BOARD: GOVERNANCE ARRANGEMENTS

REPORT OF: ANDREW MASON: INDEPENDENT CHAIR

PART A) – SUMMARY REPORT

1. SUMMARY OF MAIN PROPOSALS

The Care Act 2014 introduced a requirement on all local authorities to establish a Safeguarding Adult Board (SAB) which would be, for the first time on a statutory footing. Although Telford & Wrekin already had a joint board with Shropshire, it was agreed that a separate Board should be established in order to better meet the needs of Telford and Wrekin population.

This report provides the Board with an update and assurance on the governance arrangements which have been put in place for the management of the Telford and Wrekin Safeguarding Adults Board (TWSAB) since its inception on 1st April 2015.

The report also proposes that the TWSAB provides an annual update to the Board to include the TWSAB annual report.

2. RECOMMENDATIONS

That the Board note the governance arrangements which are in place for the Telford & Wrekin Safeguarding Adults Board (TWSAB).

That future updates will be provided on an annual basis – this will be used to present the TWSAB Annual Report (which will include progress and achievements of the Board over the last 12 months).

3. IMPACT OF ACTION

The purpose of the Telford & Wrekin Safeguarding Adults Board (TWSAB) is to reduce the risk of harm to adults within our community and enhance the equality of life for adults who are, or may be, at risk of being harmed or abused. The governance arrangements set out within this report demonstrate how the TWSAB will assure itself that it remains effective in safeguarding adults at risk and remains accountable to the organisations represented on

the Board

4. SUMMARY IMPACT ASSESSMENT

COMMUNITY IMPACT	Do these proposals contribute to a specific HWB Priority	
	Yes	<i>Support people to live independently</i>
	Do these proposals contribute to specific Co-Operative Council priority objective(s)?	
	Yes	<i>Protect and support our vulnerable children and adults</i>
	Will the proposals impact on specific groups of people?	
	Yes	<i>The adult safeguarding board aims to protect adults who are or maybe at risk or being harmed or abused.</i>
TARGET COMPLETION/DELIVERY DATE	<p><i>The Telford & Wrekin Safeguarding Adults Board was launched on 1st April with its first formal meeting on 23rd April 2015.</i></p> <p><i>The Board will continue to meet on a bi-monthly basis.</i></p>	
FINANCIAL/VALUE FOR MONEY IMPACT	Yes/No	<p>The Board support costs amount to approximately £62,000 and the Council has temporarily established a budget for this amount whilst contributions from partners are sought, a contribution of £12k has been requested from each of the statutory partners, some agreements have already been reached.</p> <p>The Board's budget will be monitored by the PTLD sub-group and regularly reported to the Board with an annual review of the budget at the Board. Further development of the budget will be undertaken as the Board becomes established and it's work plans agreed but this must be based on the level sustainable funding made available through partners.</p>
LEGAL ISSUES	Yes/No	<p>The Care Act 2014 received Royal Assent on 14 May 2014.</p> <p>Part 1 of the Act (Care and Support) came into force on 1 April 2015</p>

		<p>In Part 1, Sections 42 to 47 and Schedule 2 set out the local authority's responsibilities for adult safeguarding for the first time in Statute.</p> <p>Section 43 requires each local authority to establish a Safeguarding Adults Board ("SAB") for its area. The objective of the SAB is to help and protect adults in its area in cases as described in Section 42.</p> <p>The SAB must seek to achieve its objective by coordinating and ensuring the effectiveness of its member's activities and may do anything which appears to it to be necessary, or desirable, for the purpose of achieving its objective.</p> <p>Schedule 2 of the Act covers membership, funding, strategy and the annual report of the SAB.</p> <p>The SAB must publish a plan (its "strategic plan") for each financial year which sets out its strategy for achieving its objective under Section 43 and what each member will do to implement that strategy.</p> <p>The SAB must consult the Local Healthwatch organisation in respect of its strategic plan, and involve the community.</p> <p>The SAB must publish a report after the end of each financial year and must send a copy of the report to the chief executive and the leader of the local authority, the local policing body, the Local Healthwatch organisation and the chair of the Health and Wellbeing Board.</p> <p>The Statutory Guidance for Safeguarding is set out in Chapter 14 [pages 229 -280] of the Care and Support Guidance published on 23 October 2014.</p>
EQUALITY & DIVERSITY	No	<i>None</i>
IMPACT ON SPECIFIC	No	<i>None</i>

WARDS		
PATIENTS & PUBLIC ENGAGEMENT	No	<i>None</i>
OTHER IMPACTS, RISKS & OPPORTUNITIES	No	<i>None</i>

PART B) – ADDITIONAL INFORMATION

1. INFORMATION

The Telford Safeguarding Adults Board met for the first time on 23rd April 2015 with representation from across our partner agencies including its statutory partners (Telford & Wrekin Council, Telford & Wrekin Clinical Commissioning Group and West Mercia Police). A full list of board members can be found on page 6 of the attached Terms of Reference (Appendix 1). The main focus of this meeting was to agree a governance structure for the future effective running of the Board – decisions made in relation to governance are set out within this report.

1.1 Responsible Officers

The Telford & Wrekin Safeguarding Adults Board (TWSAB) has been established using the well established structure and principles already in place for the Telford & Wrekin Safeguarding Children Board. Whilst the focuses of the two boards are different, there is recognition that there are many similarities and potential linkages. It is for this reason that the Managing Director: Telford & Wrekin Council and the Board's statutory partners agreed to appoint an ***Independent Chair*** who is common to both the adult's and children's boards to ensure some consistency and continuity for the Boards.

There is a requirement for each of the statutory partners to appoint a ***Designated Adult Safeguarding Manager (DASM)*** who is responsible for management and oversight of individual complex cases and coordination where allegations are made or concerns raised about a person, whether an employee, volunteer, or student, paid or unpaid. The Local Authority will shortly be recruiting to this post (0.2fte) but in the Interim the Director of Care, Health and Wellbeing and Service Delivery Manager for Safeguarding and Mental Capacity will cover this role. The Police and CCG have also identified officers within their organisations who will take responsibility for their DASM function.

It is recognised that the role of ***Board Manager*** is also required to provide some independent and objective overview of the board governance and activity. The post of DASM and Board Manager (0.3fte) will be merged to form one post within the Local Authority. Recruitment to these posts will be commenced shortly.

1.2 Board Structure

Whilst the Board exercises overall responsibility for all statutory functions and objectives, authority for delivery against these objectives are delegated to three sub-groups whose membership represent all key relevant partner agencies. These are:

- **Quality, Performance & Operations (QPO)** – will be responsible for quality assurance and performance frameworks to support operational practice across all agencies.
- **Partnership, Training, Learning & Development (PTLD)** – will be responsible for developing good practice, local guidance and planning training/learning across agencies.
- **Service User Communication and Community Engagement (SUCCE)** – Will be responsible for improving the engagement of individual/communities with promoting and informing the adult safeguarding agenda and raising the profile of the Boards work.

A detailed work plan for the sub-groups was agreed and is attached at Appendix 2. All sub-groups will meet for the first time in May to prioritise and progress the work plans.

1.3 Board Resources

The previous joint board had no dedicated Board support, funding or budget. It was recognised that in order to meet its new statutory responsibilities, the new TWSAB would require adequate dedicated support and resource to be effective in its role. In addition to the Board Manager, it was agreed that a Partnerships and Planning Officer (0.5fte) and admin support (0.5 fte) would be provided and funded by the Board to support the work of the Board.

The Boards support and budget has been agreed based on a minimal approach given the current financial climate and it is on this basis that Board members have been invited to provide support in kind or funding to support the work of the Board. In addition, the Boards statutory partners will make a contribution to the budget of the board.

The board support costs amount to £62,852 and the Council has established a budget for this amount (including £16k notionally identified by Government for additional safeguarding responsibilities arising from the Care Act 2014). A contribution of £12k has been requested from each of the statutory partners. The Board's budget will be monitored by the PTLD sub-group and regularly reported to the Board with an annual review of the budget at the Board.

1.4 Future Reporting

The Board and its sub-groups have a work plan for the coming 6 months (Appendix 2) after which, a strategic business plan will be developed. Progress against this will be reported in the TWSAB Annual Report. It is proposed that the TWSAB reports annually to the HWBB on its annual report and progress made during the year.

2. IMPACT ASSESSMENT – ADDITIONAL INFORMATION

No further impact assessment information.

3. **PREVIOUS MINUTES**

None

4. **BACKGROUND PAPERS**

- See attached TSAB Terms of Reference (Appendix 1)
- See attached TSAB Work Plan (Appendix 2)

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Appendix 1: Telford & Wrekin Safeguarding Adults Board

Terms of Reference

1. Introduction

Safeguarding adults and reducing the risk of harm to individuals in our communities requires effective co-ordination. The [Care Act 2014](#) requires local authorities to set up a Safeguarding Adults Board (SAB) in their area, giving these boards a clear basis in law for the first time. The [Care Act 2014 Guidance](#) provides further detail on how this should be achieved.

The objective of a SAB is to help and protect adults who have needs for care and support, who are experiencing or are at risk of abuse or neglect, and as a result of their needs are unable to protect themselves from abuse or neglect. This is whether or not the adult is having their needs met or they meet the local authority's eligibility criteria for care and support services.

The Act says that the SAB must:

- *include the local authority, the NHS and the police, who should meet regularly to discuss and act upon local safeguarding issues;*
- *develop shared plans for safeguarding, working with local people to decide how best to protect adults in vulnerable situations;*
- *Publish a safeguarding plan and report to the public annually on its progress, so that different organisations can make sure they are working together in the best way.*

The SAB is the key statutory mechanism for agreeing how the relevant organisations in Telford and Wrekin will cooperate to safeguard adults at risk in the Borough and for ensuring the effectiveness of what they do. The work of the Board is governed by the following principles:

- **Empowerment** – Presumption of person led decisions and informed consent.
- **Prevention** – It is better to take action before harm occurs.
- **Proportionality** – Proportionate and least intrusive response appropriate to the risk presented.
- **Protection** – Support and representation for those in greatest need.
- **Partnership** – Local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse.
- **Accountability** – Accountability and transparency in delivering safeguarding.

2. Role and scope of the Telford & Wrekin Safeguarding Adults Board (TWSAB)

The Telford & Wrekin Safeguarding Adults Board (TWSAB) has a strategic role to enhance the quality of life for adults who are, or may be, at risk of being harmed or abused by:

- Co-ordinating and developing a strategic adult safeguarding plan and producing an annual progress report on the TWSAB's objectives.
- Supporting the West Midlands regional safeguarding group who develop policy & procedures at a regional level to ensure consistency across the region
- Ensuring the adoption and compliance of the adult safeguarding policies and procedures in accordance with The Care Act 2014 by monitoring and developing the interagency safeguarding systems and processes.
- Developing local guidance which supports and interprets regional policy & procedure into a practical 'how to' guide for local staff
- Improving the identification of adults at risk of abuse
- Ensuring that the collation and interrogation of data on safeguarding occurrences is being undertaken in order to ensure that the prevention of abuse is being applied across all partner agencies within Telford and Wrekin.
- Working with, and on behalf of, Adult citizens to promote community awareness and engagement with adult safeguarding within Telford and Wrekin and ensuring their views are taken into account when developing policies and strategies for protecting adults.
- Advocating on behalf of Telford and Wrekin's adults for measures which ensure effective adult safeguarding arrangements and challenging partners where their arrangements are not effective.
- Developing and embedding assurance processes, including peer reviews and self assessments.
- Conducting Safeguarding Adults Reviews (SARs) in accordance with Section 44 of The Care Act 2014.
- Implementing best practice developments following evidence based reviews and research about the arrangements for managing adult safeguarding, and dealing with complaints, grievances and professional and administrative malpractice in relation to safeguarding adults;
- Implement an Information Sharing Agreement and protocol that balances confidentiality vs. "need to know"
- Developing a framework for multi agency learning, development and training
- Approve and monitor the TWSAB budget.

3. Governance Arrangements

a) Title/Identity

The SAB will be known as the Telford & Wrekin Safeguarding Adults Board or TWSAB.

b) Equalities

In undertaking any activity, the TWSAB will take account of the need to promote equality of opportunity and to meet the diverse needs of adults at risk and their families within Telford and Wrekin. This will include developing strategies to deal with the impact of issues of race, ethnicity, religion, gender and gender orientation, sexual orientation, age, disadvantage and disability on abuse and neglect.

c) Sub-groups

While the Board exercises overall responsibility for all statutory objectives and functions, it will delegate authority for the detailed examination and delivery to sub-groups who will support the TWSAB's strategic objectives and work plans. These sub-groups will be directly accountable to the Board and report back on their activities to each Board meeting. To facilitate this, a representative from each sub-group will be full members of the Board.

The three strategic sub-groups will be:

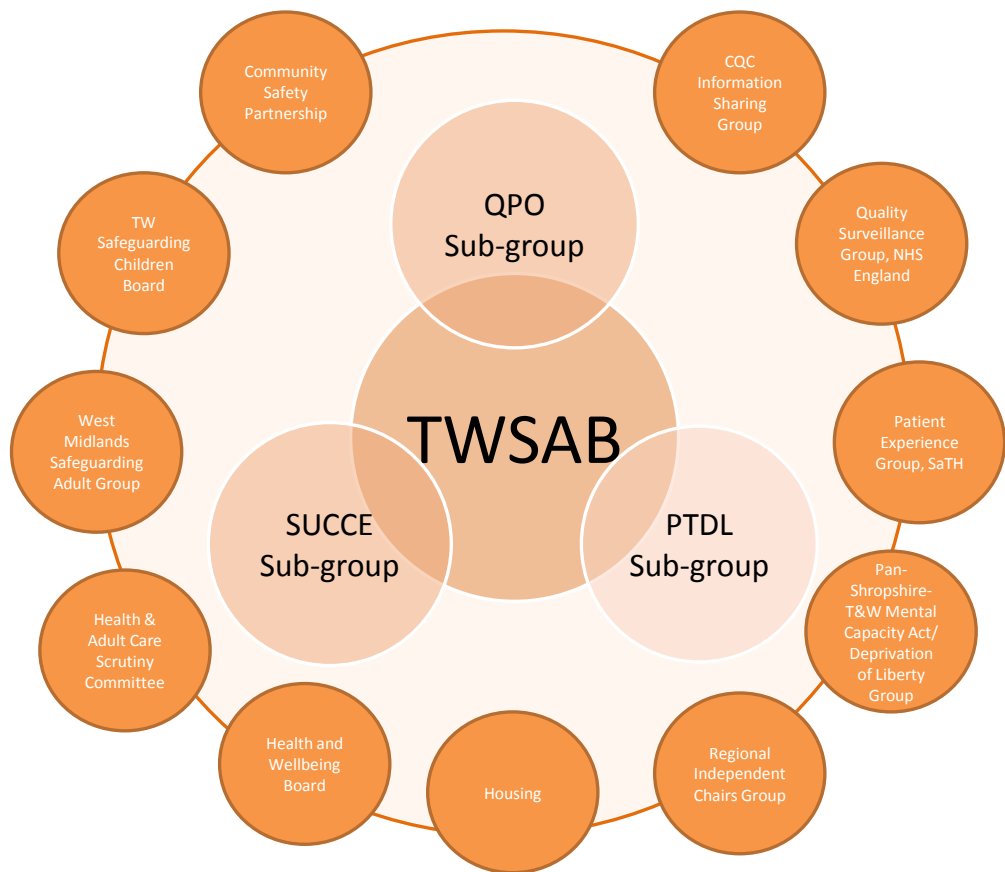
- **Quality Performance and Operations (QPO)**
 - development of quality assurance and performance frameworks to support operational practice across all agencies
- **Partnership Training, Learning & Development (PTLD)**
 - Developing good practice and local guidance which protect and safeguard adults
 - to improve the skills and knowledge of professionals who have responsibilities relating to safeguarding adults,
 - to influence and guide practice, to set standards and require individual organisations to ensure that staff are trained to agreed core competencies / standards,
 - to ensure partnership working around training planning and delivery by all SAB partners.
 - to roll-out good practice to the wider partnership
 - to engage with partners and stakeholders to promote adult safeguarding using a collaborative approach
 - To ensure that learning outcomes highlighted by existing processes (e.g. complaints, unexplained deaths,

Safeguarding Adults Reviews) are shared effectively across the partnership

- **Service User Communication and Community Engagement (SUCCE)**
 - Raising the profile of adult safeguarding across Telford and Wrekin with individuals and communities.
 - Improving the engagement of individuals and communities with promoting and informing the adult's safeguarding agenda including young people in transition.

Each sub-group will be individually responsible for how it organises its work and may establish time-limited Working or Task and Finish groups to deal with specific issues as and when required. Any amendments to the sub-group structure must be approved by the Board.

4. Relationship with other partnerships and groups



a) Relationship with Health and Wellbeing Board

The Health and Wellbeing Board (HWB) has a statutory duty to improve the health and wellbeing of the local population. The Board has led a new relationship between Telford & Wrekin Council, Telford &

Wrekin Clinical Commissioning Group and NHS England through the Better Care Fund and provides an opportunity to explore new approaches to commissioning, service design and collaborative, partnership working.

The Director for Adult Social Services is a member of both the Health and Wellbeing Board and the TWSAB and will therefore provide a link between these two Boards.

b) Relationship with Community Safety Partnership (CSP)

The CSP provides strategic leadership, to drive forward and oversee the progression of community safety issues either impacting upon the implementation of CSP plans or the broader community safety agenda across Telford and Wrekin. The CSP has four outcomes:

- i. Delivering against the Safe, Strong and Cohesive priority section of Telford & Wrekin's Sustainable Community Strategy, and the Safer & Stronger Theme of the Local Area Agreement.
- ii. Reducing crime, anti-social behaviour and issues that adversely affect the local environment.
- iii. Reducing the harm caused by drugs and alcohol.
- iv. Developing policy and strategy to make Telford and Wrekin even safer and stronger

The CSP and the TWSAB will have strong links through the Partnership Learning, Training and Development Sub-group due to the links with Domestic Homicide Reviews.

In order to develop the links between the two Boards the Chair of the CSP or their nominated representative will also be a member of the TWSAB.

c) Relationship with Telford & Wrekin Safeguarding Children Board (TWSCB)

The TWSCB is the key statutory mechanism for agreeing how the relevant organisations in Telford and Wrekin will cooperate to safeguard and promote the welfare of children and young people in the area and for ensuring the effectiveness of what they do. The TWSCB has three priority areas:

- Missing Children
- Neglect
- Domestic Abuse

As well as the three priority areas the TWSCB also monitors the effectiveness of the Child Sexual Exploitation pathways within Telford and Wrekin.

The Independent Chair of the TWSAB is also the chair of the TWSCB which will enable links and sharing of good practice between the two Boards to be established where deemed necessary. The Chair will also be able to highlight concerns raised about adults that might affect children's safeguarding and vice versa.

d) Relationship with Health and Adult Care Scrutiny Committee

Scrutiny is an essential part of ensuring that local government remains effective and accountable. It is led by local Councillors who examine how services are meeting the needs of residents, making evidence-based improvement recommendations as required. Scrutiny has several key roles including holding decision makers to account, engaging in policy development/review and challenging/monitoring the performance of the Council. The Chair of the Health and Social Care Scrutiny Committee will be invited to attend the Board as and when appropriate to the agenda or the Scrutiny work programme.

e) Relationship with regional safeguarding adults group and regional Independent chairs group

It is recognised that policy and procedure for the Safeguarding Adults Board is developed at a regional level to ensure consistency across the West Midlands Local Authorities. The Service Delivery Manager for Mental Capacity & Safeguarding will represent Telford on the regional safeguarding Leads Group. Similarly, the Chair of the Safeguarding Adults Board will attend and represent Telford & Wrekin on the regional independent chairs group to ensure consistent in approach across the region.

5. Board Meetings

Board meetings will be held bi-monthly and an annual Board timetable will be published no less than four weeks before the commencement of the year indicating the date, time and venue for all Board meetings and subgroup meetings; where possible agenda items will also be timetabled.

The Chair may call an extra-ordinary meeting at any time, and members can make a written request for such a meeting to the Chair. (NB/ this will normally only be considered if several members make such a request.)

A Board meeting will only be quorate if the 3 statutory partners are present.

All Board meetings will be minuted; draft minutes will be distributed within 15 working days and submitted for approval to the next meeting.

6. Board Membership

Whilst the responsibility for establishing a SAB rests with Telford & Wrekin Council, certain agencies are named within The Care Act 2014 as Partners. Each of these agencies are represented on the TWSAB:

- Telford & Wrekin Council
- Telford & Wrekin Clinical Commissioning Group (CCG)
- West Mercia Police

The Care Act 2014 guidance also makes recommendations for other (non statutory) organisations to attend. Both statutory and non-statutory partners who are members of the board are listed at section b) below.

All members of the Board and its subgroups will be named, designated representatives of their organisation or sector. Members will have a strategic role in relation to safeguarding and promoting the welfare of adults within the organisation. They will be able to speak for their organisation or sector, commit them to policies and practice and hold them to account.

All Board members will identify at least one nominated substitute to attend the Board when they are not available. Substitutes will receive all Board papers. It is expected that the lead Board member will keep them briefed on Board activities in order that they can make a positive contribution if called upon to attend Board meetings. In nominating their representatives, organisations will be asked to confirm their commitment to allowing the individual time to be a pro-active member of the Board.

On accepting the role, individual members and their substitutes will be asked to confirm their commitment to tasks detailed in the Membership Agreement. All Board members will be required to demonstrate that they have a current satisfactory Disclosure and Barring Service (DBS) check. It is expected that any necessary checks will be undertaken by the member's organisation.

If a Board member misses two consecutive meetings without sending apologies or an appropriate representative, then the Chair, on behalf of the Board, will write to that member. If non-attendance continues, the Chair will write to the senior person of that agency seeking a replacement. This proviso also applies to sub-group membership.

a) Independent Chair

The Chair of the Board will be appointed by the Managing Director of Telford & Wrekin Council with the agreement of a panel of statutory partners. Before appointing anyone to the role, they must be satisfied that the person has appropriate references and a current Disclosure and Barring Service check. The Chair will be held to account by the Managing Director: Telford & Wrekin Council in the performance of their functions relating to the Board.

Wherever possible the Board will seek to establish a consensus on any decisions made. If this is not possible however, a vote is required amongst Members, should there be an impasse the Chair will have the casting vote. The roles and responsibilities are stated in the job description for the post.

The Vice Chair of the SAB will be appointed by the Board.

If the Chair, or Vice Chair, is not able to be present at any meeting, a substitute Chair may be appointed for that meeting, with the agreement of members.

b) Board members

In line with The Care Act guidance the TWSAB will be comprised of the Independent Chair and the following partners:

	Job Role and Organisation/Representing	Substitute member role
Chair	Independent Chair	Not applicable
Board Manager	Board Manager	Not applicable
Community	Community members x 2	To be recruited
Telford & Wrekin Council	Director of Adult Social Services	Not applicable
	Director of Children's Services	
	Assistant Director: Health, Wellbeing and Public Protection	
	Assistant Director: Adult Social Services or	
	Assistant Director: Family, Cohesion & Commissioning	
	Service Delivery Manager for Safeguarding and Mental Capacity Act	
	Local Authority Legal representative	
	Lead Member for Adult Social Care (<i>Observer</i>)	
Health	Deputy Director of Nursing and Quality: Shropshire Community Health NHS Trust (SCHT) representative	
	Director of Nursing and Quality: Shrewsbury and Telford NHS Hospital Trust (SaTH) representative	Associate Director of Patient Safety
	Safeguarding Lead: Staffordshire and Shropshire NHS Trust (SSSFT) representative	
	Executive Nurse, Lead for Quality & Safety: T&W Clinical Commissioning Group (CCG) representative	N/A
	GP Safeguarding Lead (CCG)	N/A
Police	Head of Protecting Vulnerable People Unit: West Mercia Police	
	Chair of Community Safety Partnership (CSP)	
Key Partners & Stakeholder	Head of Safeguarding: West Midlands Ambulance Service ¹	
	Chief Officer: Shropshire Partners In Care (SPIC)	
	Head of Service: West Mercia National Probation Service representative	
	Head of Service: Herefordshire, Shropshire & Telford Community Rehabilitation Company representative	

¹ The West Midlands Ambulance Service will attend the TWSAB once a year but will receive the information about the Board to enable them to participate virtually.

	Further Education Representative: Telford College of Arts & Technology (TCAT)	
	Healthwatch representative and Chair of Service User Communication & Community engagement Sub-group	
	Deputy Executive Nurse, Lead for Quality & Safety: T&W Clinical Commissioning Group and Chair of Quality, Performance & operations Sub-group (CCG)	N/A
	Organisational Development Manager: Chair of Partnership, Training, Learning & Development Sub-group (TW)	N/A
	General Manager: Wrekin Housing Trust (WHT)	
	Inspection Manager: Care Quality Commission (CQC)	
	Sector Support Lead: Telford & Wrekin CVS (Council for Voluntary Services)	

c) Roles and Responsibilities of Members

Members will undertake their roles in accordance with the TWSAB Membership Agreement

7. Resourcing

The TWSAB will be supported by an Independent Chair (commissioned through the Council) and Board Manager, Partnership & Planning Officer and Administration Officer employed by the Council.

The Council will establish a TWSAB budget and seek contributions towards it from the statutory partners, Telford & Wrekin Clinical Commissioning Group and West Mercia Police.

8. Board and Sub-groups Administration and Support

The Chairs of the Board and its Sub-groups will be responsible for agreeing agendas and for reviewing and approving minutes. During Board and Sub-group meetings the Chairs will be responsible for identifying decisions taken, actions agreed, any further work to be commissioned and the individual and organisation responsible. They will also agree deadlines for completion of any tasks identified.

In this role, Chairs will be supported by the Partnership and Planning Officers who will be responsible for ensuring that:

- notes are taken at meetings,
- communications with members following meetings regarding follow-up activities,
- expediting reports and responses,
- circulation of agendas and papers for meetings, and
- arrangements for securing meeting rooms.

Each subgroup will be required to produce a written report of its activities for submission to each Board meeting which identifies the work it has undertaken and any exceptional items which the Board needs to be made aware of and any recommendations requiring a decision from the Board.

The Board and sub groups will be supported by the Board Manager, a Partnership & Planning Officer and an Administration Officer.

9. Board Communication

The TWSAB will develop and implement a Communication Strategy and Plan to outline how they will communicate with the community, professionals and members. It will include the development of a website to share information with the public and professionals and a secure portal to share information with TWSAB members.

The TWSAB Board Minutes will be published on the website once finalised.

The Service User Communication and Community Engagement sub-group will be the lead for ensuring that the TWSAB's Communication Strategy and Plan are implemented and progressed.

10. Freedom of Information

Under the Ministry of Justice extension to the Freedom of Information Act 2000 Local Safeguarding Adults Boards are not deemed as Public Authorities under the Act and therefore will be exempt from requests for the disclosure of information under the Freedom of Information Act 2000.

11. Disputes and Complaints

The Board is intended to be a collaborative, co-operative body and needs to ensure that no particular sector or member is unduly favored. Problems and issues should normally be debated and resolved at Board meetings.

a. Disputes

If there is a dispute between Board members the Independent Chair and Director of Adult Social Services will convene a joint meeting with the parties. This should take place within 28 days of the determining that the dispute exists. In most cases the Independent Chair of the TWSAB will chair these meetings. The agenda will be agreed jointly by the parties in dispute.

If no agreement can be reached, either party to the dispute may suggest to the chair that an independent mediator be appointed in a further attempt to resolve the dispute. If parties are not in agreement with this and no resolution has been identified within 28 days then the

TWSAB Chair may refer the dispute to a Chartered Institute for Arbitrators to be resolved.

If there is a dispute between the Independent Chair and a TWSAB partner or any other Board a similar process will be followed. The Director of Adult Social Services will convene a joint meeting of the parties as above. If no agreement can be reached, either party to the dispute may suggest that an independent mediator be appointed in a further attempt to resolve the dispute. If parties are not in agreement with this and no resolution has been identified within 28 days then the Director of Adult Social Services may refer the dispute to a Chartered Institute for Arbitrators to be resolved.

The TWSAB can require a person or body to comply with a request for information. This can only take place where the information is essential to carrying out TWSAB statutory functions. Any requests for information about individuals must be “necessary” and “proportionate” to the reasons for the request the TWSAB will be mindful of the burden of requests and should explain why the information is needed.

b. Complaints

The Board shall refer all complaints from members of the public in relation to the provision or performance of any function of a member organisation to the Board Partner’s own internal complaints handling process.

Complaints regarding the operation of the Board should be addressed to the Chair who will investigate and attempt to reach satisfactory resolution with the complainant.

The Care Act 2014 introduced the right of any individual who has concerns regarding the operation of the SAB and whose complaint is not resolved satisfactorily, to take their concern to the Local Ombudsman for further investigation. TWSAB will work with the Local Government Ombudsman (LGO) in any such circumstances.

Complaints about the Chair of the Board should be addressed to the Managing Director: Telford & Wrekin Council.

c. Non compliance of activities

The work of the TWSAB will be set out in the Business Plan. All member agencies will sign an agreement stating their commitment to fulfill their obligation to safeguard and promote the welfare of adults. This will include a commitment to fulfilling their role within the TWSAB. This will be reviewed within the first twelve months and every 3 years thereafter.

Issues of non-compliance will, in the first instance, be referred to the Chair of the Board who will investigate and attempt to reach satisfactory resolution through discussion with the representative of the agency concerned. In the event of satisfactory resolution not being reached, the matter will be referred back to the Chief Officer within the agency to the relevant inspectorate, and, if necessary, to the relevant government Department.

12. Monitoring and Inspection

The TWSAB's role is to ensure the effectiveness of work to safeguard and promote the wellbeing of adults at risk of abuse or neglect and as such the TWSAB will monitor and evaluate this through its work. The TWSAB will publish performance against objectives set out in the business plan within the Annual Report.

13. Overview and Scrutiny

The TWSAB and its members will co-operate with any reasonable request by the Council in respect of its Overview and Scrutiny functions under Section 21 Local Government Act 2000 and as a minimum will meet twice a year to provide independent dialogue on Safeguarding.

Appendix 2: TWSAB Work Plan by Sub-Group

Telford & Wrekin Safeguarding Adults Board (TWSAB)

Quality, Performance and Operations Sub-group

Action Plan

Initial Work Programme for QPO – May to Oct 2015			
Action	Lead	Timescale	Comments
1. Review proposed arrangements for monitoring performance: <ul style="list-style-type: none"> • West Midlands Safeguarding Adult Boards Performance Framework • National requirements - mandatory national returns • Regional requirement • Local requirements • Hants Balanced Scorecard 			
2. Review and adapt assurance tools to ensure consistency across the West Midlands and to use other organisations knowledge/ tools/best practice where applicable.			
3. Arrange completion of Annual Assurance Statement for Safeguarding Board Members			
1. Review provisional Risk Register and agree arrangements for further development			
2. Review links to Regional Group.			
3. Review quality assurance practices and agree quality assurance framework for the TWSAB.			
4. Review arrangements for Deprivation of Liberties and			

Mental Capacity Act arrangements.			
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Telford & Wrekin Safeguarding Adults Board (TWSAB)

Partnership Training, Learning and Development Sub-group

Action Plan

Initial Work Programme for PTLD – May to Oct 2015			
Action	Lead	Timescale	Comments
1. Review and update Safeguarding Competence Framework for Care Act 2014 compliance			
2. Review S42 Enquiries policy and procedure.			
3. Review existing procedures and local guidance approve and identify gaps and development requirements			
4. Review role of West Midlands Safeguarding Editorial Adults Procedures group			
5. Monitor Board budget, funding, expenditure, value-for-money and external funding sources.			
6. Use regional guidance to develop Designated Adult Manager Role and Positions of Trust procedures/local guidance			
7. Review and Development of Strategic Business Plan			
8. Map all activity partner agencies are currently undertaking regarding prevention, identify gaps and develop prevention plan responding to key areas.			
9. Map all activity partner agencies are currently undertaking regarding training and identify any gaps and scope and benefits of			

multi-agency training development			
10. Ensure safe recruiting practices are in place for all partner agencies who have direct contact with adults who may be at risk			

Telford & Wrekin Safeguarding Adults Board (TWSAB)

Service User Communication and Community Engagement Sub-group

Action Plan

Initial Work Programme for SUCCE – May to Oct 2015			
Action	Lead	Timescale	Comments
1. Review approve and develop communication strategy and plan to share information on safeguarding services and actions to keep people safe			
2. Agree approach for Board communications through website and social media.			
3. Develop outcome focused practice that is person centred to safeguard adults			
4. Map and document community and stakeholder groups with interest in adult safeguarding			
5. Identify upcoming Adult Safeguarding events and initiatives (e.g. World Action on Elder Abuse Day in June)			
6. Review arrangements for provision of advocacy services and statutory duty to provide.			
7. Review Safeguarding Adults Provider Guidance			
8. Review the status of "Making Safeguarding Personal" plans.			
9. Arrange for production of Annual Report			
10. Develop how the TWSAB can be assisted by service			

user/community expertise.			
11. Assistance in arranging the recruitment of TWSAB Community Members.			
12. Review and update previous Q&A document			