

Telford & Wrekin



Safeguarding Adults Board

Annual Report

1st April 2015- 31st March 2016

**Authors: Jo Winborn, Partnership and Planning Officer
Sarah Constable, Partnership Manager
Andrew Mason, Independent Chair**

Date agreed: January 2017

Contents

1. Foreword	3
2. Background	4
3. Safeguarding Adults Headline Performance during 2015-16	4
4. Leadership, Governance and Structure of the TWSAB	6
5. TWSAB Core Business: Priorities and Achievements	9
6. Managing Resources	11
7. Partnership Working	12
8. TWSAB plans for 2016/2017	16
Appendix A – Members of the TWSAB as at April 2016	17

1. Foreword

I am pleased to present the Telford & Wrekin Safeguarding Adult Board (TWSAB) annual report for 2015/2016. This report covers the period from 01 April 2015 when the Board was established to 31 March 2016.

The purpose of this report is to provide an update on progress made by the TWSAB over the last 12 months and an assessment of its effectiveness, as well as outlining the development plans for the next 12 months.

This has been the first year of the Board's existence following the introduction of the Care Act 2014 in April 2015. This has been a very busy time for the Board with the introduction of new structures and governance arrangements across a range of our key partner organisations in order to ensure the effective safeguarding of adults across the Borough. This has been a significant achievement for the Board and would not have happened without the strong partnership arrangements which already exist across the Borough.

I am pleased to report that despite the current financial climate in which we all work, the Board has made significant progress in its first 12 months, has embedded the new arrangements introduced by the Care Act and has been successful in raising awareness of adult safeguarding, improving communications with our communities and partners and in developing our approach to making safeguarding more personal.

I would like to record my appreciation for the TWSAB's hard work during this time which reflects the dedication and commitment of all agencies to safeguard the most vulnerable adults in our community. The work undertaken this year will provide a good foundation on which the Board can build and develop over the coming 12 months. The TWSAB and its partners will continue to work together to ensure that our limited resources are used in the most effective way to lead and drive forward excellence in safeguarding to ensure that the most vulnerable adults in our communities are as safe as they want to be.

On behalf of the Board, I would like to assure you that the Telford & Wrekin Safeguarding Adult Board has, during the year, demonstrated effective safeguarding arrangements and we will continue to improve our protection of adults at risk of abuse/neglect in Telford and Wrekin in the future.



A handwritten signature in black ink that reads "Andrew Mason". The signature is written in a cursive style.

Andrew Mason: Independent Chair

2. Background

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 statutory footing for the first time.

The objective of SABs 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 whether they meet the local authority's eligibility criteria for care and support services.

The Care 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 TWSAB was established in April 2015 and the membership can be found at Appendix A. In the first month of existence the TWSAB compiled a business plan for 2015/16 which focussed on the following key areas to ensure a sound foundation on which the Board could build and develop:

- Establishing an effective Board governance structure (as set out in the diagram at Section 4 below);
- Establishing and raising the profile of the TWSAB and its work amongst frontline practitioners and communities within the Borough; and
- Establishing links with other strategic partnerships within Telford and Wrekin, including: the Health and Wellbeing Board (HWBB), Community Safety Partnership (CSP) and the Telford & Wrekin Safeguarding Children Board (TWSCB)

The Board has met on four occasions during the year and has made significant progress against each of the priority areas. In developing its business plan for 2016/17 to further build on this progress, the Board will also set out more ambitious aims for these priorities.

This annual report provides an update on progress against the Board's Business Plan for 2015/16 as well as identifying key actions for 2016/17.

3. Local Safeguarding Adult Context during 2015/16

The Care Act 2014, which came into force in April 2015, places a duty on local authorities to make enquiries, or cause other agencies, such as NHS Trusts, to do so. The purpose of which is to establish whether action is needed to prevent abuse or neglect to an adult at risk of harm. Although the local authority is the lead agency for making enquiries, it may require others agencies to undertake them.

Within the Care Act 2014, safeguarding adults is an integral aspect but the primary section including the duty to make enquiries is covered by Section 42. This has led to changes in referral

and investigation processes and caution should be exercised when comparing data from 2014/15 and 2015/16.

Threshold for adult safeguarding concerns

An “adult safeguarding concern” describes the process where someone is first alerted to a concern or incident that indicates an adult with care and support needs

(i) is experiencing or is at risk of abuse or neglect, and

(ii) as a result of their care and support needs, is unable to protect themselves against abuse or neglect, or the risk of it,

and takes action to respond, and to report the concern.

(West Midlands Adult Safeguarding Policy & Procedures, January 2016)

Enquiries and referrals: who’s involved

In 2015/16, the majority of individuals involved in Section 42 enquires were aged 18-64 (35%) and 85-94 (25%). The remaining enquires were composed of 12% from 65-74 age group, 21% from 75-84 and 6% from 95+ age group; there was 1% where the age of the individual was not known.

There has been no significant change in the gender split of individuals involved in the safeguarding process, with females accounting for 63% of individuals in 2015/16, compared with 64% in 2014/15.

Type of safeguarding activity during 2015/16

During 2015/16 there were a total of 891 safeguarding concerns raised. Of which 439 (49%) progressed to Section 42 enquiries, the remainder (452) did not meet the appropriate threshold (as outlined above).

Of those Section 42 enquiries ‘social care support¹’ was a source of risk in 31% of cases, a person ‘known to the individual’ in 74% and 13% involved a source of risk who was not known to the victim. (Multiple sources of risk may be recorded for each case).

Source of Risk

In Section 42 enquiries where the source of risk was ‘social care support’, the most significant type of abuse was neglect and acts of omission, represented in 73% of cases. This was followed by physical abuse (32%) and psychological abuse (20%).

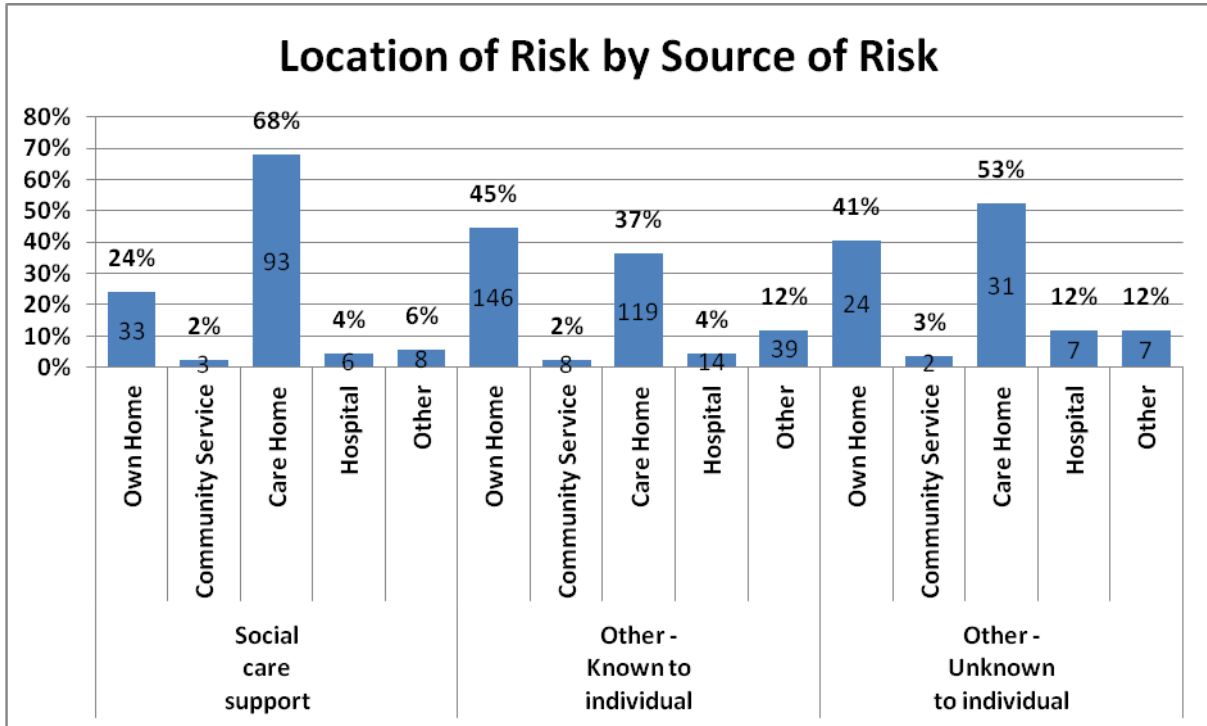
Where the source of risk was ‘known to the individual’, neglect and acts of omission was again the most prevalent type of abuse occurring in 25% of cases. This was followed by physical abuse (14%), psychological abuse (14%) and financial or material abuse (14%).

Where the source of risk was ‘unknown to individual’ the most prevalent types of abuse were financial or material abuse (31%), neglect and acts of omission (27%) and psychological abuse (18%).

¹ This refers to any individual(s) or organisation paid, contracted or commissioned to provide social care support, regardless of the funding source. This category excludes health and social care staff or organisations responsible for assessment and care management, these would fall in the the ‘other’ category.

Location of risk

In 2015/16, the majority of cases identified the location of risk as either a Care Home or the individual's own home. This was regardless of whether the person who is the alleged source of risk was social care support, known to the individual or not known to the individual. The following diagram illustrates the location of the alleged risk associated with enquiries during 2015/16.



In cases where the person who is the alleged source of risk is not known to the victim, there is a higher proportion of cases where the location of risk is in hospital (12%) compared to where the individual does know the alleged source of risk (4%).

Capacity of victims

Of all Section 42 enquiries dealt with, 0.7% lacked capacity to make decisions relating to the safeguarding enquiry and of those, all received support from an advocate, family or friend.

Section 42 Enquiry Outcomes

The Local Authority has reported that one of the difficulties following the introduction of the Care Act 2014 was in relation to the client case recording system and being able to accurately report outcomes from it. The Local Authority has assured the Board that a substantial amount of work is underway to ensure that they can provide a more accurate and detailed picture in relation to outcomes in the future. This is being treated by the organisation as a key priority and will be progressed during 2017.

4. Leadership, Governance and Structure of the TWSAB

Following the announcement of the introduction of the Care Act 2014, the Local Authority took steps to commission an Independent Chair for the Safeguarding Adult Board and in January 2014 Andrew Mason was appointed as Independent Chair. Subsequently, a meeting of the Board's key statutory partners (Local Authority, Police and Clinical Commissioning Group) and the Independent Chair was held. The group agreed the proposed terms of reference, membership and governance structure for the Board. In March 2015 a stakeholder event was held to share the proposals and provide further information on the new Board and its purpose. Following discussions at this event, the documents were updated and approved at the first Board meeting in April 2015.

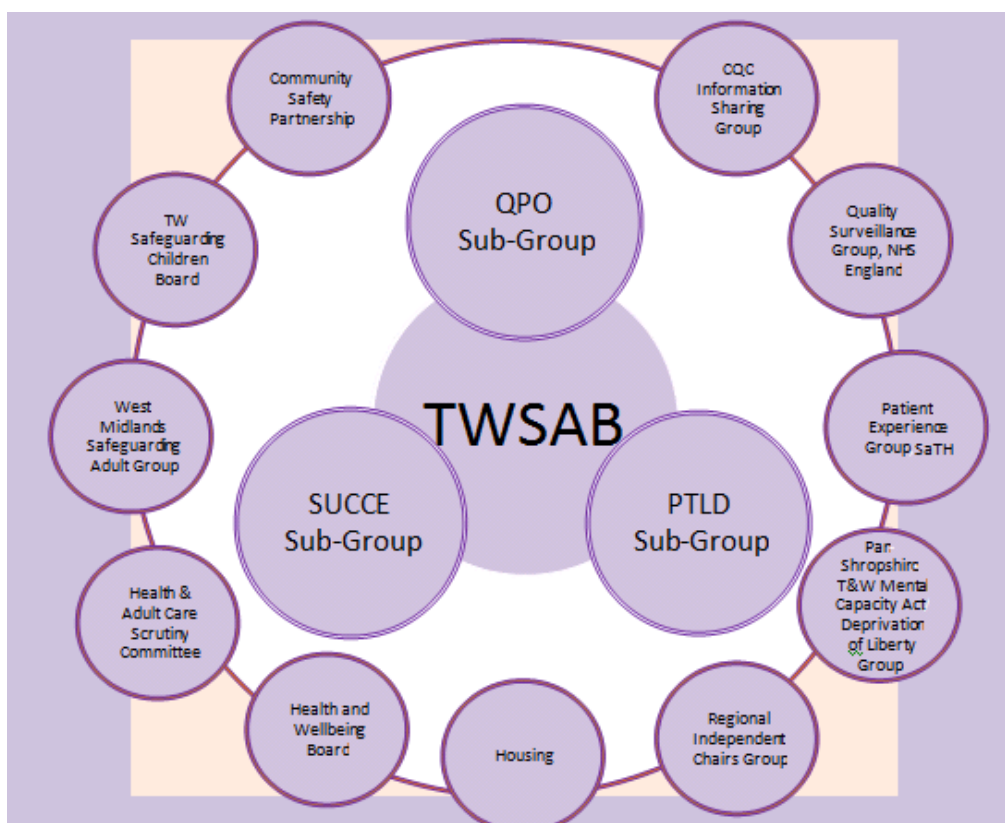
The TWSAB has membership of strategic leaders across organisations in Telford and Wrekin who work with adults who may be at risk. Please refer to Appendix A for the full list of Board members.

The Board set up three sub-groups who had delegated responsibility for progressing the priorities of the Board (as set out at Section 5):

- Quality, Performance and Operations (QPO) Sub-group;
- Partnership, Training, Learning and Development (PTLD) Sub-group; and
- Service User Consultation and Community Engagement (SUCCE) Sub-group

The sub-groups are accountable to the Board and provide regular progress updates to the Board, seek approval of recommendation and obtain guidance from them as necessary.

The following diagram illustrates the governance relationships within the TWSAB and the other partnerships, groups that it links with to drive forward the work against its priorities.



Each sub-group has developed a work programme to progress the Board's priorities. These work programmes are reviewed at every meeting with emerging priorities/objectives being added

throughout the year. Details of the work programmes and progress against them are detailed in Section 5 below.

The following section outlines the key functions of the three sub-groups and areas of delegated authority from the TWSAB.

Quality, Performance and Operations (QPO) Sub-group

Key functions: to ensure that the Board's Business Plan is delivered by evidencing successful outcomes for adults, ensuring development priorities and objectives are achieved and that targets and performance data, including audit findings, are available to the Board within agreed timescales.

This group will also identify areas for further development, with an emphasis upon continuous improvement. It will have delegated authority for delivering the following objectives of the TWSAB:

- *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.*
- *developing and embedding assurance processes, including reviews and self assessments.*
- *assessing whether TWSAB partners are fulfilling their statutory obligations;*
- *conducting Safeguarding Adults Reviews (SARs) in accordance with Section 44 of The Care Act 2014;*
- *considering safeguarding adult enquires which may indicate the necessity for undertaking a Safeguarding Adult Review (SAR) and to make recommendations about how to proceed;*
- *commissioning and conducting learning reviews (in liaison with the PTLD Sub-group), not only in respect of cases which meet the SAR criteria, but also on other discretionary cases which can provide useful insights into the way organisations are working together to safeguard adults;*
- *ensuring, where possible, that families are invited to contribute to case reviews and are supported through the process and that the final review is shared with them by the appropriate professional;*
- *ensuring coordination with any learning outcome meetings/processes which take place across partner agencies;*

Partnership Training, Learning & Development (PTLD) Sub-group

Key functions: responsible for learning, training and policy and procedures development as well as overseeing multiagency development initiatives. This will include developing and disseminating good practice and local guidance which protects and safeguards adults; influencing and guiding practice, setting standards to ensure that staff are trained to agreed core competencies/standards in order to improve the skills and knowledge of professionals who have responsibilities relating to safeguarding adults. This will always be undertaken in partnership with all TWSAB partners.

It will have delegated authority for delivering the following objectives of the TWSAB:

- *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;*
- *where necessary, developing local guidance which supports and is in line with regional policy & procedure*
- *implementing best practice developments following evidence based reviews and research; and*
- *developing a framework for multi agency learning, development and training.*
- *monitoring any funding made available to the TWSAB for Training and review any opportunities for external funding.*

Service User Consultation and Community Engagement (SUCCE) Sub Group

Key functions: raise the profile of adult safeguarding across Telford and Wrekin with individual communities and to improve the engagement of individuals and communities with promoting and informing the adult's safeguarding agenda.

It will have delegated authority for delivering the following objectives of the TWSAB:

- *improving the identification of adults at risk of abuse; and*
- *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.*

5. TWSAB Core Business: Priorities and Achievements

The following section gives an update against each of the sub-group's key functions and highlights their main achievements in 2015/16.

Quality, Performance and Operations (QPO) Sub-group

Function	Achievements
<p>Evidence successful outcomes for adults</p>	<ul style="list-style-type: none"> • A collection of more qualitative performance measures were developed against the key themes of Making Safeguarding Personal. It focuses initially on 'Feeling Safe and Secure' and 'Peoples experiences of safeguarding' from the Association of Directors of Adult Social Services (ADASS) audit tool. • A continuous process for seeking assurance on Deprivation of Liberties and Mental Capacity Act arrangements was developed and is now regularly reported to the Board.

Ensure targets and performance data are available for the Board	<ul style="list-style-type: none"> The group reviewed the national reporting requirements for adult safeguarding and developed a local multi-agency performance framework to assist the Board to monitor the local need. This will continue to be monitored, updated and developed in 16/17
Identify areas for further development with focus on continuous improvement	<ul style="list-style-type: none"> The TWSAB Risk Register was developed and is reviewed and updated at every Board meeting. The group reviewed and agreed the framework for Section 42s and other enquiries The group recognised the need to ensure that local contributions to regional policy development group were needed and appropriate links have been made. Quality assurance practices were reviewed on a multi-agency basis and a new quality assurance framework agreed. Annual reports of all agencies are reviewed to identify areas of commonality and areas of learning; this is now an annual process.
Overseeing the Safeguarding Adult Review (SAR) process	<ul style="list-style-type: none"> One SAR commenced during the year; this is ongoing and the process will identify any learning for agencies which will be rollout out in 2016/17.

Partnership Training, Learning & Development (PTLD) Sub-group

Function	Achievements
Development of learning, training and policy and procedures	<ul style="list-style-type: none"> The group identified the learning need around Section 42 enquiry process. The group became involved in the regional policy and procedure work, including commenting on those being updated and receiving updates about the work.
Overseeing multiagency development initiatives and disseminating good practice	<ul style="list-style-type: none"> The group reviewed and updated the Safeguarding Competency Framework for Care Act 2014 compliance. The group co-ordinated a multi-agency audit against the agreed competency framework which will feed into identification of areas of joint work and training in 2016/17.

Service User Consultation and Community Engagement (SUCCE) Sub Group

Function	Achievements
Raising the Profile of adult safeguarding	<ul style="list-style-type: none"> The group developed and approved the new TWSAB logo following consultation with members of the public. TWSAB website was developed and launched. Public information was reviewed and updated to reflect the new Board arrangements. A promotional event in Telford Town Centre was held to promote World Elder Abuse Awareness Day.

Improve engagement of individuals and communities

- The TWSAB Communication Strategy was developed and approved.
- The communication plan to support the strategy was developed in order to share information on safeguarding services promoting the key principle that safeguarding is everyone’s business.
- A scoping exercise was undertaken to identify existing groups/events where TWSAB could promote their work and raise awareness of Safeguarding.
- Scoping work was undertaken in relation to the engagement of the Borough’s most vulnerable adults in the work of the Board. This will be further developed in 2016/17.

Sub group work programmes will be developed in line with the 16/17 business plan priority areas which are outlined at Section 7 of this document.

6. Managing Resources

The TWSAB’s work is funded by the following statutory partner agencies:

- Local Authority,
- West Mercia Police, and
- Telford & Wrekin Clinical Commissioning Group (CCG).

The contributions are reviewed on an annual basis and presented to the Board for approval.

The TWSAB relies not only on financial contributions from the above agencies but also resources from all agencies involved. Their contribution and participation on the Board and sub-groups is vital to the effective implementation of TWSAB’s priorities.

The following table details the contributions received by the Board from its partner agencies in 15/16:

Organisation	Contribution 15/16
Local Authority	£38,852
Clinical Commissioning Group	£12k
Police	£12k
Shropshire Partners In Care	Room hire for Board meetings
Police & Crime Commissioner	£400 for awareness raising and logo development for World Elder Abuse Awareness day
TOTAL Contributions	£63,252

The following table gives a breakdown of the budget and spend in 2015/16 and proposed budget for 2016/17.

	Indicative Budget 15/16 £	Actual Spend 15/16 £	Budget 2016/17 £
Independent Chair	15,000	11,705	15,000
Board Manager	15,000	7,500	15,000
Board Support Officers (PPO & Admin support)	30,652	20,652	20,652
Room Hire	500	184	200
SARS/Learning review	0	0	4,400
Inter Agency Training	0	0	6,500 + Board member organisation's contributions to safeguarding training (competency related)
Board Development Days	0	0	0
Publicity & Awareness	1,500	604	1,500
Refreshments	200	5	0
TOTAL	62,852	40,650	63,252

there has been an under spend in 2015/16 which is primarily in relation to staffing costs due to organisational restructures which have delayed recruitment to the post of Board Manager. However, this will be reviewed following confirmation of organisational structures when Board Management arrangements will be confirmed.

The Board has agreed to carry forward the underspend as they recognised that during 2016/17 the Board would continue to develop, including inter-agency training and community engagement. The Board also recognised that following the introduction of the Safeguarding Adult Review process in the Care Act 2014, this would potentially result in an increase in reviews being undertaken by the Board which may require the commissioning of an independent investigating officer; therefore potentially requiring a significant financial contribution.

The TWSAB budget is monitored by the Director of Adult Social Services and the Board Manager. They provide an annual update to the Board against the agreed budget and should any areas of further resource arise these are presented to the Board for agreement at the earliest convenience. The Board will review and revise its budget for 16/17 in light of its work priorities.

The TWSAB is supported by the following officers

- Board Manager (Currently vacant though function being covered by other roles on a temporary basis)
- Partnership & Planning Officer
- Admin Officer

7. Partnership Working

The achievements of the Board in its first year demonstrate the strong partnership arrangements which already exist between agencies working with the most vulnerable members of our communities. Without these strong relationships, the achievements and effectiveness of the Board would be limited.

The extent to which all partners who have contributed to safeguarding adults in the Borough is illustrated by the individual reports from the three statutory partner agencies below.

Telford & Wrekin Council

Written by Judith McGillivray: Service Delivery Manager: Safeguarding and Mental Capacity

Keeping the most vulnerable members of our community safe from abuse and neglect continues to be a key priority for the Council. Despite significant savings which have had to be made by Adult Social Services and Early Help Services, we have made a financial commitment to safeguarding services in order to ensure continuity and quality of the services being delivered locally.

In line with the Care Act requirement for each Local Authority to establish its own Safeguarding Board, Telford & Wrekin Council took the decision to establish a Telford & Wrekin Safeguarding Adults Board in order to better focus on the specific needs of the local population. The Board was established in April 2015 when it met for the first time with representation from across all of our main partners and stakeholders. This is a significant step for Telford & Wrekin and it is anticipated that this will enable a renewed focus and momentum for safeguarding locally to ensure safeguarding adults continues to be a key priority across the partnership.

The Board now has its own website where key information and documents for both members of the public and professionals alike will be published – this will improve our ability to raise awareness of safeguarding locally and share key messages from the Board with our communities and partners.

The Local Authority has allocated funding to support the Board as well as receiving funding from its other two statutory agencies (West Mercia Police and Telford & Wrekin Clinical Commissioning Group) which demonstrates the Council's commitment to maintaining and developing its safeguarding service. The Board is supported by an Interim Board Manager and a Partnership and Planning Officer employed by the Local Authority and is chaired by an independent Chair.

Our Safeguarding lead continues to contribute to the regional policy and procedure developments and editorial group to ensure the policies and procedures are fit for purpose and remain relevant for Telford & Wrekin. We continue to attend and contribute to local information sharing meetings with the Care Quality Commission to ensure a more preventative approach to safeguarding the most vulnerable members of our communities.

In 2015 the Local authority has developed and implemented a new Target Operating Model. This has included the development of a dedicated Team Leader and team for Adult Safeguarding and Mental Capacity to respond to Section 42 Enquiries, Deprivation of Liberty Safeguards and other safeguarding concerns. It is the intention to support the development of an adult Multi Agency Safeguarding Hub in 2016.

As a Council we value our local safeguarding Board and the contributions our partner agencies make to delivering the priorities of the Board – we believe that as a Board we can deliver our key priorities in a more effective and efficient way by working collectively.

Telford & Wrekin Clinical Commissioning Group

Written By Christine Morris Executive Nurse, Lead for Quality & Safety: T&W Clinical Commissioning Group (CCG) representative

The Clinical Commissioning Group (CCG) is mandated to ensure that the safeguarding of adults, children and young people is one of its main priorities, with the CCG Board and all officers providing the necessary focus on these responsibilities. The CCG Board receives an annual report on safeguarding activity along with quarterly reports.

The CCG Safeguarding Team works very closely with local partners to fulfil the requirements of the Care Act 2014 and regular information sharing meetings take place with health care providers from both the NHS and independent sector.

The Named GP for safeguarding within the CCG has been beneficial in providing support and expertise to Telford GPs, however with this person now moving to another position, this position is currently vacant.

Training and raising awareness of adult safeguarding, remains a priority for the CCG. There have been two successful conferences hosted by the CCG in the past year, one around Mental Capacity Act and Deprivation of Liberty in May 2015 and in March this year, to discuss the legal and ethical implications of resuscitation guidelines. These were well attended by GPs and partner organisations and evaluated very positively.

The CCG Safeguarding Team are members of the Nutrition and Hydration Group, a sub group of the Safe Care Shropshire Committee and along with members from partner organisations, were nominated and reached the shortlist for a National Award in the Nursing Times Journal in the Care of the Elderly Category in November 2015.

The CCG team continues to support the functions of the Board and its sub-groups. It commits to continue to work with partners, to do everything possible to promote the safeguarding of adults in Telford and Wrekin.

West Mercia Police

Written by DS Samantha Hammond: Protection of Vulnerable People Unit: West Mercia Police

Overview of 2015-2016

Within the Strategic Alliance between West Mercia Police and Warwickshire Police, (The Alliance) there is a shared vision of 'protecting people from harm', which focuses our activity on areas of business which will include the delivery of the Adult Safeguarding Board priorities as set out in the strategic plan.

From a Telford and Wrekin perspective, we have ensured for example, that the priority of effective undertaking of safeguarding enquires is delivered very robustly. The specialist Adults at Risk team have obtained evidence which helped to secure substantial custodial sentences for offenders in a case of financial and physical abuse with true positive outcomes for the vulnerable victim. Through our multi agency working processes in adult safeguarding, the individual now has an excellent quality of life, is happy and safe and epitomises the Warwickshire Police and West Mercia Police commitment to 'protecting people from harm'. We are actively working to meet all strategic priorities and thus, make a difference with adult safeguarding in our communities.

Governance Arrangements

Warwickshire and West Mercia Police were inspected by the HMIC who produced the PEEL: Police Effectiveness 2015 (Vulnerability) reports dated December 2015. The summary of findings highlighted that both Warwickshire Police and West Mercia Police generally provided a good service in identifying vulnerable victims and responded appropriately with its partners, and the public could be confident that many victims felt supported. There were however, areas identified for improvement.

The Alliance has sought to address the PEEL recommendations across both police areas and is therefore promoting a more consistent approach by staff in relation to the understanding and the management of the adult safeguarding process. There is a commitment to review and develop working practices across the organisation to ensure we achieve that consistency and that the principles and objectives of the Care Act 2014 are met. Since July 2015, the Alliance has used the '*13 Strands of Public Protection*' training as provided by the National College of Policing. We recognise that this training is generic in relation to 'vulnerability' per se, and not specific to adults with care and support needs however, The Alliance is actively developing courses for all established front line officers and staff to look at 'professional curiosity', 'vulnerability' and adult safeguarding more specifically.

Achievements

The Alliance directly engages with both service providers and our adults with care and support needs in the community. Training has helped to improve general understanding around the concept of safeguarding being every ones responsibility. By adopting a victim focused approach and working in unison with partner agencies, there have been many positive outcomes for our adults with care and support needs and this will go from strength to strength with increased and specific 'adults with care and support needs' training.

In line with the alliance values to 'work in partnership to provide the best service we can', we now have a combination of Multi Agency Safeguarding Hub (MASH) or Harm Assessment Units (HAU) serving Herefordshire, Shropshire, Telford, Warwickshire and Worcestershire. In Telford, the MASH provides a single point of contact for statutory safeguarding activity however, we are moving forward to the MASH being far more engaged with the adult safeguarding process, this is a matter of capacity and adequate training. We hope to achieve the same involvement and engagement within the MASH with our partner agencies, that we currently have in relation to Child and Domestic Abuse safeguarding processes.

Future Plans for 2016-2017

The Alliance document, 'Looking to 2020' sets out the vision for the future of policing, and highlights that 'Protecting people from harm' is at the core of everything we do. The overriding ambition over the next five years is to become 'great' at protecting the most vulnerable from harm. With that in mind, a pilot for generic 'Vulnerability' training has taken place in the Telford policing area, consisting of both e-learning and work with an external drama group. This pilot has been evaluated by Worcester University, and as a result a larger pilot is due to take place with the long term aim of rolling the training out across the entire Alliance. This will mean that for all areas, including Telford, non specialist departments and officers will be provided with training on a variety of aspects of vulnerability. This will include adults with care and support needs specifically and thus, target the adult safeguarding process.

To facilitate continued joint working, the Alliance have developed a new shared vision and set of values. These provide a unified purpose for the two organisations and a clear direction to our workforce and our stakeholders as to how the forces will operate.

Vision - Protecting people from harm

Values - We will:

- Take pride in our professionalism and standards of behaviour
- Listen and engage
- Use professional judgement and be courageous in making decisions
- Seek out better ways of working
- Lead with confidence and do the right thing
- Work in partnership to provide the best service we can

Our vision and values form the basis of the Alliance's organisational culture - a set of shared attitudes, goals, practices and aspirations. In Telford and Wrekin we will continue to protect our adults with care and support needs from abuse or the risk of abuse through improved and increased training to all officers and staff, and through our very strong ethos and commitment to multiagency working.

8. TWSAB plans for 2016/2017

In developing its 2016/17 business plan, the Board will consider feedback from the recent 'Are you happy, safe and independent?' survey. This survey asked members of the public questions in relation to how safe and secure they feel, as well as what helps, what hinders, how family, friends and neighbours help them, and how the voluntary sector and community groups could help. The Board will undertake further analysis of the responses received in order to inform development of its key priorities and a refreshed work programme for the Board and its sub-groups.

The Business plan 2016/17 will be developed and approved by April 2016. Current emerging priorities for the Board include:

- A communication campaign with a focus on making safeguarding everyone's business. The theme and brand identity for the campaign will be informed by feedback from a recent public consultation exercise (See below);
- Engagement with local communities on the work of the TWSAB Priorities and ensuring that the most vulnerable individuals who are unable to protect themselves are engaged with the Board's work when appropriate and relevant;
- Care Act Compliance: Learning Review will be undertaken following conclusion of the current safeguarding adult review;
- Further consideration of the key themes identified in the 'Are you happy, safe and independent?' survey;
- Continue to monitor performance of the Board using both the performance framework and develop more qualitative measures of performance to demonstrate Making Safeguarding Personal (MSP) in practice;
- Ensure clear and shared understanding of all types of abuse identified by the Care Act and the impact of these locally; and
- Further develop links to other Partnership Boards particularly where there is commonality in priorities.

This is a summary of key themes which have emerged during the year. More detail on each of these areas of development will be included in the full Business Plan for 2016/17.

Appendix A – Members of the TWSAB as at April 2016

	Job Role and Organisation/Representing	Board Member
Chair	Independent Chair	Andrew Mason
Board Manager	Interim Board Manager	Jo Winborn
Telford & Wrekin Council	Director of Children's and Adults Services	Clive Jones
	Assistant Director: Early Help & Support	Richard Smith
	Service Delivery Manager for Safeguarding and Mental Capacity Act	Judith McGillivray
	Local Authority Legal representative	Kirsty Fisher
	Lead Member for Adult Social Care (<i>Observer</i>)	Cllr Arnold England
Health	Medical Director: Shropshire Community Health NHS Trust (SCHT) representative	Dr Ganesh
	Director of Nursing and Quality: Shrewsbury and Telford NHS Hospital Trust (SaTH) representative	Sarah Bloomfield
	Safeguarding Lead: Staffordshire and Shropshire NHS Trust (SSSFT) representative	Sharon Conlon
	Executive Nurse, Lead for Quality & Safety: T&W Clinical Commissioning Group (CCG) representative	Chris Morris
	Designated Nurse Safeguarding Lead	Joy Henry
	GP Safeguarding Lead (CCG)	Jo Leahy
Police	Head of Protecting Vulnerable People Unit: West Mercia Police	Stephen Eccleston
	Chair of Community Safety Partnership (CSP)	James Tozer
Key Partners & Stakeholder	Head of Safeguarding: West Midlands Ambulance Service ²	Andrew Proctor
	Chief Officer: Shropshire Partners In Care (SPIC)	Nicky Jacques
	Head of Service: West Mercia National Probation Service representative	Tom Currie
	Head of Service: Herefordshire, Shropshire & Telford Community Rehabilitation Company representative	George Branch
	Further Education Representative: Telford College of Arts & Technology (TCAT)	Pam Kaminski
	Healthwatch representative and Chair of Service User Communication & Community engagement Sub-group	Barry Parnaby
	Deputy Executive Nurse, Lead for Quality & Safety: T&W Clinical Commissioning Group and Chair of Quality, Performance & operations Sub-group (CCG)	Tracey Jones
	Organisational Development Manager: Chair of Partnership, Training, Learning & Development Sub-group (TW)	Lois Stewart
	General Manager: Wrekin Housing Trust (WHT)	Andy Johnson
	Inspection Manager: Care Quality Commission (CQC)	Payal Patel
	Sector Support Lead: Telford & Wrekin CVS (Council for Voluntary Services)	Debbie Gibbon

² 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.