

# Camden Safeguarding Adults Partnership Board

## Strategy 2018 to 2021

*Safeguarding is everybody's business*



## **Camden Safeguarding Adults Partnership Board Safeguarding Adults Strategy 2018- 2021**

### **CHAIR'S INTRODUCTION TO CAMDEN SAPB BOARD STRATEGY 2018 – 2021.**

On behalf of all the partners who make up the Camden Adult Safeguarding Partnership Board, I would like to introduce the Board's 2018 to 2021 three-year Strategy. We express our sincere thanks to Camden residents and professionals for their contributions to our public consultation which helped the Board formulate our strategy. The resulting priorities outlined in this strategy represent the continuing commitment of our partner organisations to give the highest priority to supporting the adults we serve, their carers, professionals and the wider community in working together to ensure that Camden is a place where adults receiving care and support can live free from abuse, exploitation and neglect.

In order to achieve our strategic objectives, the Board partners will agree detailed work programmes for each of the three years to harness their resources and contributions in our combined effort to assure effective safeguarding practice; prevent abuse, neglect and exploitation where possible; respond to it in a timely and proportionate way; and drive learning, improvements and supportive cultures across our organisations. In order to further strengthen our efforts, where appropriate we will develop our programmes together with colleagues across the five boroughs comprising North Central London

All Board partners are very mindful of their legal safeguarding duties under the Care Act 2014 and, whilst we are encouraged that the work undertaken over the past three years has seen a growth in awareness, increasing referrals and confidence in our responses, we are very conscious that there is no room for complacency in addressing safeguarding risks confronting the more vulnerable members of the Camden Community. So, safeguarding: preventing, identifying and stopping the abuse of adults - remains something which is very much "everybody's business". Our strategy is designed to realise that ambition.

James A. Reilly

Independent Chair

Camden Adult Safeguarding Partnership Board

## **THE CAMDEN SAFEGUARDING ADULTS PARTNERSHIP BOARD STRATEGY**

The Camden Safeguarding Adults Partnership Board (SAPB) Strategy has been developed within the legislative framework of the Care Act 2015 and Statutory Guidance. It is a shared plan for organisations represented on its Board.

This strategy promotes and develops the co-ordination and effectiveness of safeguarding activity in Camden across the partnership.

The strategy will be underpinned by the principles of Making Safeguarding Personal and will be aligned to national and pan-London policy and procedures. It will take into account its' role of prevention of abuse and neglect, and consider how it can promote the wellbeing and safety of Camden residents. We paid particular attention to ensure we heard the voice of the service user and residents in identifying the priorities.

This Strategy contains the SAPB's priorities for the three years from 2018 to 2021. It seeks to ensure that actions carried out by the Board and its sub groups help to safeguard adults in line with the Board's priorities and legal responsibilities.

Our safeguarding adults strategy is structured according to the six key principles for use by adult social services, health, police and other partners in safeguarding adults work. These six key principles were set out by the Government in the statutory guidance accompanying the Care Act 2014.

The Care Act 2014 sets out the way in which social care will be delivered over the coming decades based on the statutory principle of promoting individual wellbeing.

The Care and Support statutory guidance sets out six key principles for safeguarding adults work: -

<b>Key principle</b>	<b>Description</b>
1. Empowerment	People being supported and encouraged to make their own decisions and informed consent.
2. Prevention	It is better to take action before harm occurs.
3. Proportionality	The least intrusive response appropriate to the risk presented.
4. Protection	Support and representation for those in greatest need.
5. Partnership	Local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse.
6. Accountability	Accountability and transparency in delivering safeguarding.

In addition to the key principles above, the main purpose of safeguarding adults boards are captured under the following headings which form the framework for the 2018 to 2021 Board Strategy:

- **Assure practice** – Make sure practice is person-centred and outcome focused
- **Prevent** – Prevent abuse and neglect where possible
- **Respond** - Assure responses are timely and proportionate when abuse or neglect have occurred
- **Learn** - Assure safeguarding practice is continuously improving and enhancing the quality of life of adults in its area

To make this vision a reality requires an ongoing community wide effort, involving a partnership between the person, their families and all the agencies across the partnership. Our Strategic priorities are ambitious as partners are committed to achieving excellence in protecting the most vulnerable people in our society.

We have listened to our board partners who have informed us that some of them work across the North Central London (NCL) footprint and the impact it was continuing to have on time and resources. .

For this new strategy, we have decided to align some of our priorities with the SAPBs of our neighbouring boroughs: Islington, Haringey, Barnet and Enfield. We did this to tackle effectively working together, reduce duplication, improve practice and save on resources amongst other factors.

A focus group of service users, carers and professionals co-produced the consultation survey questions which included people with Learning Disabilities and people with sensory disabilities.

Together with the above boards, we consulted with local communities towards the end of 2017. The consultation included an online survey as well as two separate meetings, one with Camden Carers and one with Hopscotch Asian Women's Centre. We deliberately reached out to hear the views of people who we know might not use online methods.

There were 24 responses to the online public survey from Camden residents and 50 responses from professionals who work in Camden.

Feedback was also received in the following ways:

- NCL Board Chairs and Board Managers
- information that has come to the board throughout the year
- through face to face engagement events
- speaking with adults at risk that live within the borough as well as carers that look after them
- activity and workflow data

- challenge and support events and self-assessments
- feedback from residents
- findings from case reviews
- findings from London Serious Case Reviews (SARs) report
- Making Safeguarding Personal programme

In these various ways the evidence base for developing the priorities has been far reaching.

Based on the views we heard, we have developed this safeguarding strategy. It has been agreed by Camden SAPB and the partner organisations that are members of the SAPB have considered and approved the strategy internally.

**Camden SAPBs Strategic Priorities for 2018-2021 includes the North Central London area aligned priorities**

**ASSURE PRACTICE - make sure practice is person-centred and outcome focused**

Reference	Strategic Priority	Which principle?	Outcome	Who will do it & when?	How will we know we have achieved it?	
A1	Working towards a national or London Quality Assurance Framework and Safeguarding Adults Audit Framework.	Accountability, Partnership	A shared understanding of what good safeguarding looks like, based on the agreed London Safeguarding Adults Policies and Procedures and legislative framework.	North Central London (NCL) task and finish group	Boards across London will be working within the same quality assurance framework reducing tensions across borough boundaries.	*Aligned aim*

A2	Lobby for London wide consistency in safeguarding thresholds, practices and processes for safeguarding concerns.	Protection, Partnership	London Procedures and Protocols on Section 42 thresholds.	All Board Chairs	Thresholds will be consistent across London with fewer inappropriate safeguarding referrals from partner organisations.	*Aligned aim*
A3	To collaborate and conduct deep dives on areas of practice such as Making Safeguarding Personal.	Protection, Partnership	Co-ordinated programme of engagement and awareness raising activities. Improved profile for the work of the Safeguarding Adults Boards.	NCL task and finish group	Assurance that partner organisations across the NCL footprint are working to best practice and working to improve any areas of concern.	*Aligned aim*
A4	Embedding Making Safeguarding Personal as a 'golden thread' through safeguarding adults.	Empowerment	Improved understanding of making safeguarding personal across the partnership. Hearing the voice of the adult in service improvement and redesign. Adults at risk are safeguarded through interventions which are person centred and reflective of their views and needs	Engagement Sub Group and Q&P Sub Group	Better outcomes from the Making Safeguarding Personal Temperature Check and standards for Making Safeguarding Personal within the Safeguarding Adults Assurance Framework across the partnership: to understand how well agencies meet their obligations.	

A5	Ensure Multi-Agency Safeguarding Pathway is effective from concern to decision such that victims/survivors are better supported.	Partnership, Accountability	Referrers and victims/survivors experience increased satisfaction up to completion of safeguarding processes. Stronger multi agency risk assessment, information sharing and working.	Adult Multi-Agency Safeguarding Hub (MASH)	<p>Measured through MASH audit to focus on journey through the safeguarding process identifying timeliness and appropriateness of response from referrals through to intervention.</p> <p>Apply the learning from the London wide reviews of MASH processes and arrangements.</p> <p>Add a question in the audit if workforce was an element. What was the workforce risk on that day?</p> <p>Encourage Regulators to look out for compassion and empathy.</p> <p>Commissioners to highlight when it is no longer a quality issue but a safeguarding issue.</p> <p>Update the provider concerns.</p> <p>Encourage culture change in the leadership of</p>	
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					managers in providers concerns. Making sure the tools for cultural change are being used.	
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### PREVENT- prevent abuse and neglect where possible

Reference	Strategic Priority	Which principle?	Who will do it & when?	How will we know we have achieved it?	
P1	To develop a consistency across NCL policies as far as practical.	Protection	NCL Task & Finish Group	Partner organisations will be working to aligned policies across borough boundaries in the NCL footprint.	*Aligned aim*
P2	To share awareness raising materials across NCL.	Prevention	NCL task and finish group, Adults Safeguarding Team	Successful awareness-raising campaigns from one borough can be replicated in neighbouring boroughs resulting in efficiency savings.	*Aligned aim*
P3	To ensure robust collaboration between adults and children's safeguarding boards, with a focus on high risk vulnerable young people transitioning to adulthood.	Prevention	Camden Task and Finish group with children's board. Multi-agency High Risk panel.	Clear case management pathways for 0-25 children and young adults with learning disabilities.	
P4	Identify adults with care and support needs especially those on the autistic spectrum and ensure that they access the PREVENT programme in a supported manner.	Prevention, Protection	Mental Health & People with Learning Disabilities, WLD partner agencies working with the Community Safety	Care plans include the PREVENT programme for identified venerable adults at risk. Numbers of adults with care and support needs being	



			Partnership and PREVENT programme.	referred to Channel Panel monitored. Extend PREVENT Training to the voluntary sector.	
P5	To identify adults living in extreme isolation and mitigate the heightened safeguarding risks they face.		All partner agencies and the Engagement sub group.	Increased level of referrals from all partners to safeguarding related to this group. Capture actions regarding this group in the performance dashboard. Commissioners to review range of provision in voluntary sector addressing this need.	

### RESPOND - Assure responses are timely and proportionate when abuse or neglect have occurred

Reference	Strategic Priority	Outcome	Which principle?	Who will do it & when?	How will we know we have achieved it?	
R1	To apply the learning from a range of serious incidents, including SARS and DHRs, coroner's inquests.	Increased reporting from partners on the implementation of action plans arising from reviews.  Timely completion of action plans arising from serious incident reviews by all board partners	Prevention	NCL Task and Finish Group, SAR Sub Group. All Board Partners complete action plans within 6 months.	Camden SAPB will have shared and learnt lessons from a range of experiences across the NCL area.	*Aligned aim*
R2	Up skilling professionals in relation to more	Practitioners confidence and	Empowerment, Prevention	NCL Task & finish group	Provision of advanced training on	

	complex casework learning from SAR findings.	competency in regard to complex cases is enhanced.			mental capacity and complex conditions e.g. eating disorders.	
R3	Improve the safeguarding responses within the criminal justice system.	Local criminal justice partners can evidence improvements in their response to safeguarding referrals.	Partnership, Accountability	The London Metropolitan Police and Probation Services Quality and Performance Sub Group Community Safety Partnership Board	Develop with the London Safeguarding Board an enhanced safeguarding dashboard which includes measure relating to responses regarding, hate crime, financial scamming, modern slavery, county lines, and domestic violence as this applies to adults with care and support needs.	
R4	To review and improve upon safeguarding interventions relating to people experiencing Homelessness/drug and alcohol/mental health particularly those presenting with challenging behaviours.	This very high risk group achieve a more appropriate and sustained safeguarding response from partner organisations.	Protection, Accountability	High Risk Panel, All partners agencies	Audits and consequent action plans conducted and completed by partner organisations.	

**LEARN - Assure safeguarding practice is continuously improving and enhancing the quality of life of adults in its area**

Reference	Strategic Priority	Outcome	Which Principle?	Who will do it & when?	How will we know we have achieved it?	
L1	To work together to innovate and implement culture change across NCL.	Look at the cultural change	Partnership	NCL task and finish group	Culture change tools are agreed and implemented across the NCL footprint to ensure maximum impact but avoid duplication for organisations working across borough boundaries.	*Aligned aim*
L2	Closer working by statutory partners with faith/community groups to deliver awareness raising campaigns with a particular focus on those experiencing language, literacy barriers and social isolation.	Hard to reach groups are better able to access tailored safeguarding support when required.	Partnership, Protection	Engagement Sub Group Voluntary and community partners, Statutory partners	Extending the membership and reach of the Engagement Sub Group. Increased reporting of concerns from targeted groups that are currently underreporting. Include Independent Mental Capacity Advocate data on SAPB dashboard.	
L3	To extend safeguarding training opportunities to voluntary and community sector organisations.	Increased numbers of voluntary and community sector staff receiving safeguarding	Partnership, Accountability, Prevention	All partners NCL Learning and Development Task & Finish Group	Increased training attendance figures for staff with voluntary and community organisations.	

		training including to level 3.				
L4	To provide training programmes relating to emergent forms of adult abuse (such as FGM, modern slavery, radicalisation) and tailor these to first responders mainline and advanced professionals	Training programmes cover all relevant aspects of adult safeguarding and are appropriate to the different groups of staff active in responding.	Partnership, Prevention, Accountability	NCL Learning and Development Task & Finish Group	Variety of training programmes delivered and outcomes evaluated. Data on attendance included in safeguarding dashboard.	

### **HOW WILL WE DELIVER AND MONITOR OUR SAFEGUARDING ADULTS STRATEGY?**

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

The delivery plans will set out:

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

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

### **WOULD YOU LIKE MORE INFORMATION?**

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

Further information on adult safeguarding can be downloaded from [camden.gov.uk/asg](https://camden.gov.uk/asg)

## **CONTACT**

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## **WHAT SHOULD I DO IF I THINK SOMEONE IS BEING ABUSED?**

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

### **In Camden, contact:**

Adult social care, Camden Council

Phone: **020 7974 4000 and select Option 1** (9am to 5pm, Monday to Friday)

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

Textphone: 020 7974 6866

Email: [adultsocialcare@camden.gov.uk](mailto:adultsocialcare@camden.gov.uk)

### **If you need to contact the Police, then in an emergency call 999 if:**

- a serious offence is in progress or has just been committed
- someone is in immediate danger or harm
- property is in immediate danger or harm
- a serious disruption to the public is likely

**If you are deaf or hard of hearing, please use the Police textphone service: 18000**

**In a non-emergency, call 101. If you are hard of hearing, use the textphone service on 18001 101**