

**Our Adult Safeguarding Improvement Plan**

**Adult Social Care**

**Cheshire East Council**

**October 2017 – 2019**

## **Cheshire East is a fabulous place to live, work and visit and we want to work with all regional and local partners and people who live there to make it even better and sustain that success into the future**

We have a fantastic mix of rural and urban environments. However the most important element of Cheshire East is its people and we will strive to make sure we have a Council that serves its diverse community well and delivers value for money. We want to see Cheshire East Council build a national reputation for customer services and partnership working and for our Chief Executive to build a programme that delivers that and makes sure as an organisation we put residents first at all times.

Our Strategic Priorities can be found in our Corporate Plan:

- **Our Communities are strong and supportive** - helping residents to help themselves and each other. Supporting volunteering and minimising antisocial behaviour.
- **Cheshire East has a strong and resilient economy** - encouraging and supporting businesses to create high employment and opportunities for all.
- **People have the life skills and education they need in order to thrive** – supporting residents early to provide a great start in life.
- **Cheshire East is a green and sustainable place** - helping energy saving initiatives and making sure our green spaces make Cheshire East a great place to live.
- **People live well and for longer** – safeguarding the vulnerable and providing appropriate care that helps people live well and for longer.
- **Cheshire East is a responsible, effective and efficient organisation** – listening to what people and staff say

### **About our Adults Safeguarding Improvement Plan**

In Cheshire East we want to ensure that our residents live well for longer and feel safe within our communities. The Care Act 2014, introduced a brand new way of identifying and working with Adults at Risk, who may be experiencing abuse and/or neglect, and in Cheshire East we are committed to implementing and improving our services to ensure that individuals are protected from harm

This is our Plan for how Adult Social Care will put the needs of Adults at Risk first and embrace the values of Making Safeguarding Personal.

### **What is Adult Social Care?**

Adult Social Care covers a range of services to help people who have support needs arising from age, learning, physical or sensory disabilities or physical or mental health conditions and those in vulnerable situations stay as independent for as long as possible in their own homes, living within their local community.



### What is Adult Safeguarding?

The Care Act 2014 places Adults at Risk at the centre of all decision making, and ensures that their wishes and feelings are taken into account and that their desired goals and outcomes are recognised. Safeguarding is “**protecting an adult’s right to live in safety, free from abuse and neglect**” Care and Support Guidance, Chapter 14.

The Care Act defines an adult at risk as someone who:



Each Council has a duty to undertake enquiries for adults at risk who fall into these categories, however they also have discretion to undertake an enquiry based on the information presented to them.

Members of the Service User Sub Group of the [Adult Safeguarding Board](#) have designed information to assist both potential victims and practitioners to understand the process and what they can expect to happen. This ensures that Safeguarding is person centred and outcomes focused.

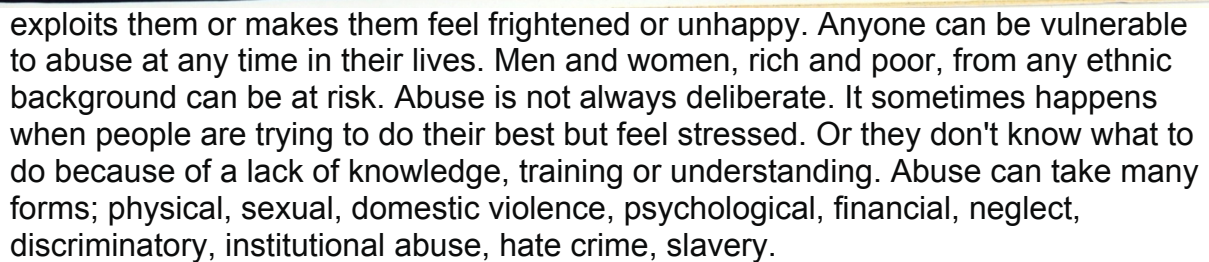
We believe that **every adult has the right to be treated with dignity, have their choices respected and live a life free from fear.**

Disability, illness or frailty means that many adults over the age of 18 have to rely on other people to help them in their day-to-day living. Sadly, it is because they have to depend on others that they may become vulnerable and at risk of abuse, very often from people they know such as a relative, friend, neighbour or paid carer.

### Local efforts to safeguard adults

In Cheshire East we have a [Safeguarding Adults Board](#) made up of representatives from the Council, NHS, Police, Probation, Styal Prison, Cheshire Fire and Rescue, Healthwatch, Housing, Service Users and Voluntary Sector organisations. We treat cases of suspected abuse very seriously and all these organisations work closely together, using an overarching policy to make sure that all cases of suspected abuse are investigated fully and that adults at risk are protected from harm.

Adult abuse is when a person is treated in a bad way or in a way that harms, hurts,



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It is the most important thing to believe me, instead of thinking I have made it up

Don't make false promises – don't promise something you can't deliver

Keep me involved and ask me to help out in any way

Never give up on us. If you walk away, the person isn't going to have a very nice life

### What are our aims?

1. To stop abuse or neglect wherever possible to adults with care and support needs
2. Prevent harm and reduce the risk of abuse or neglect
3. Safeguard adults in a way that supports them in making choices and having control about how they want to live
4. Promote an approach that concentrates on improving life for the adults concerned
5. Raise public awareness so that communities as a whole, alongside professionals, play their part in preventing, identifying and responding to abuse and neglect
6. Provide information and support in accessible ways to help adults understand the different types of abuse, how to stay safe and what to do to raise a concern about the safety or well-being of an adult
7. Address what has caused the abuse



## Safeguarding Adults

“Everyone's responsibility”



In creating this plan we have considered a range of sources that tell us how Adult Safeguarding Services are performing in Cheshire East. This has included the findings of our Adult Safeguarding Peer Review carried out in May 2017, Making Safeguarding Case file audits, feedback from Partner Agencies, together with views from our Service users and families.



Within Cheshire East we have staff who are passionate and committed to Safeguarding Adults at Risk.

They have worked in creative and person-centred ways to embrace our new duties under the Care Act, not least working with people to showcase Safeguarding in Action in a SPOKEN WORD YouTube clip, which received national recognition:

[www.stopadultabuse.org.uk](http://www.stopadultabuse.org.uk)

and inclusion Dr Adi Coopers

book: Safeguarding Adults Under the Care Act 2014.



### **Making Safeguarding Personal**

Making Safeguarding Personal (MSP) is a national initiative for Local Authorities to improve the safeguarding practice experience of people, by promoting a set of six person-centred principles that help orientate and drive practice. This initiative is now enshrined in the Care Act 2014 and is central to personal well-being. Social workers together with other professionals have a legal obligation to promote these principles in their practice.

Since the implementation of the Care Act 2014, social workers, managers and partner agencies have been working in new, creative and diverse ways to ensure a person-centred and outcome focused approach to adult safeguarding. Practitioners have been working in partnership with the Safeguarding Adults Board, and the service user sub group of the Board to put the 'adult at risk' at the heart of safeguarding. Service users have been involved in designing a range of materials to help practitioners, including a guidance toolkit, outcomes poster and booklet. Social workers are utilising their skills to promote positive outcomes for people.

A recent online staff survey was undertaken to ascertain how we were embedding this practice one year on from the Care Act. Overall, 69% of Social Workers felt that their MSP knowledge was good. The Safeguarding Board

is currently undertaking an MSP audit with Partner Agencies to see how well embedded this approach is across Cheshire East. Nationally 91% of Boards reported that MSP had had an impact on Practice.

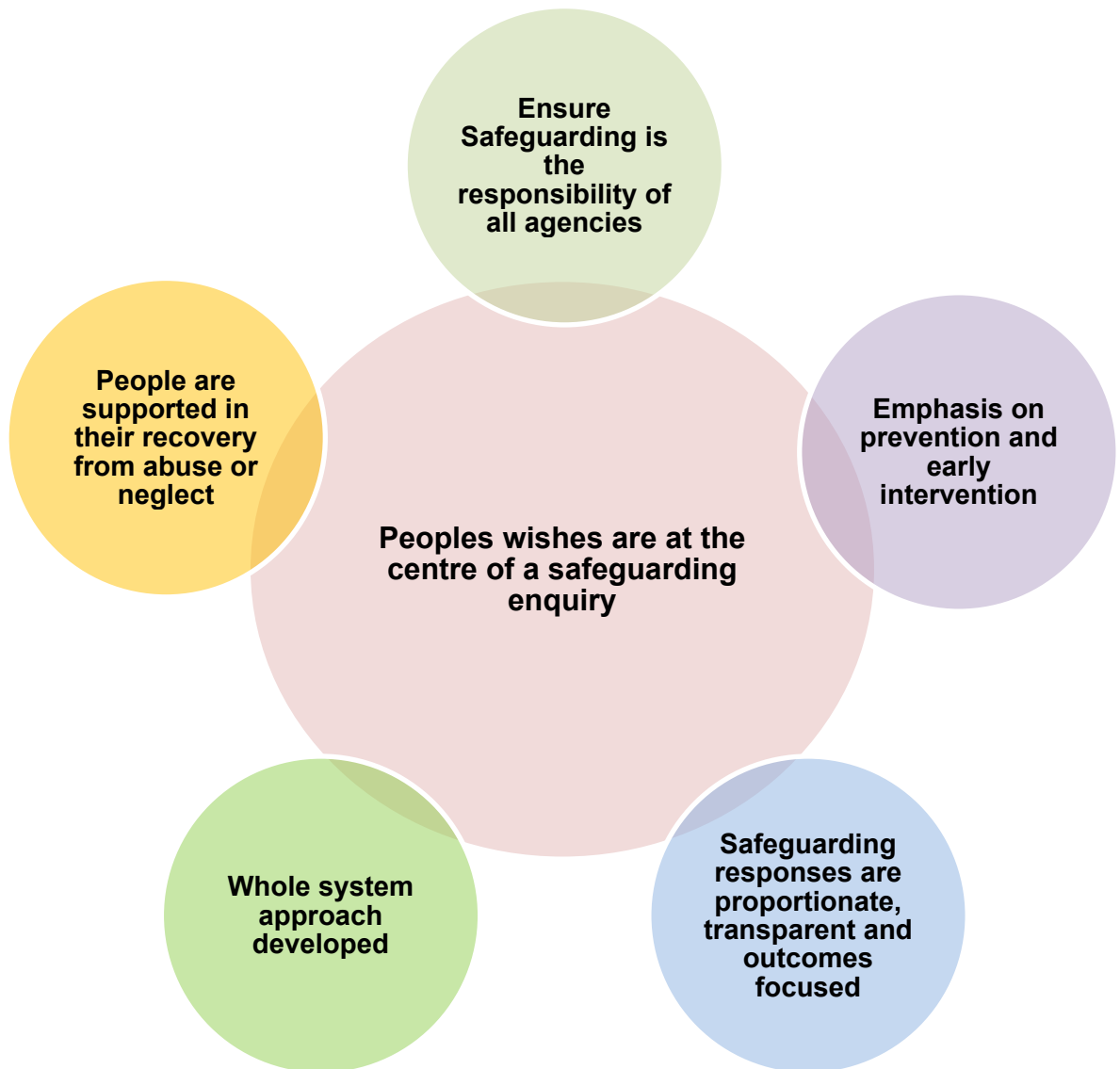


### What we will do

Following on from the findings of the Peer Review, we are going to improve our systems, policies and practices to ensure that we consistently deliver an adult safeguarding service which is person centred and outcomes focused based on the **Six Principles of Adult Safeguarding**.

<b>Empowerment</b>	Adults are encouraged to make their own decisions and are provided with support and information	I am consulted about the outcomes I want from the safeguarding process and these directly inform what happens
<b>Prevention</b>	Strategies are developed to prevent abuse and neglect that promote resilience and self-determination	I am provided with easily understood information about what abuse is, how to recognise the signs and what I can do to seek help
<b>Proportionate</b>	A proportionate and least intrusive response is made balanced with the level of risk	I am confident that professionals will work in my interest and only get involved as much as is needed
<b>Protection</b>	Adults are offered ways to protect themselves and there is a co-ordinated response to safeguarding	I am provided with help and support to report abuse, to take part in the safeguarding process to the extent to which I want and to which I am able. I feel part of the safeguarding process. I am allowed to take risks
<b>Partnerships</b>	Local Solutions through services working together within their communities	I am confident that information will be appropriately shared in a way that takes into account its personal and sensitive nature. I am confident that agencies will work together to find the most effective responses to my own situation
<b>Accountable</b>	Accountability and transparency in delivering a safeguarding response	I am clear about the roles and responsibilities of all the people involved in the response.

## How we will do it



## Safeguarding Improvement Action Plan, what we will do....

### Partnerships

The Role of the Adult Safeguarding Board is to ensure that both statutory and voluntary organisations are well led and working effectively together. The Board aspires to be an outstanding Board and leader in class. Gaining that recognition will depend on the culture of the Board and how we go about discharging our business. Key to this is effective partnership working where partners hold each other to account in a constructive way and take responsibility for their own organisation's role in safeguarding. We will only be as strong as the sum of our individual efforts. Whilst the Council is the lead agency it is everyone's responsibility to ensure that the Board is effective and becomes outstanding.

What we will do	By when	Who is responsible
<b>Appoint a new Interim Independent Chair to the Adult Safeguarding Board</b>	Sep 2017	Mark Palethorpe, Acting Executive Director for People
<b>Review the membership and priorities of the Board.</b>  How? By collating information from our Board Development Day, Annual Report and updating the Business Plan for 2017/18	Oct 2017	Independent Safeguarding Chair
<b>Extend Board Membership to include representatives from Children's Services</b>  How? The Independent Chair will liaise with the Chair of the Children's Board	Oct 2017	Independent Safeguarding Chair
<b>Alignment of Safeguarding, Quality and Commissioning and Regulated Activities</b>  How? By redesigning the Board meeting to include Quality and Commissioning issues	Jan 2018	Independent Safeguarding Chair

<p>By developing a Multi Agency Risk Dashboard</p> <p>By monthly meetings with CQC and partners to share intelligence</p> <p>By establishing an Annual Award Event to celebrate Excellent Practice</p>		
<p><b>Establish firm funding arrangements to support the work of the Board</b></p> <p>How? Each Statutory Partner will make an annual financial contribution to the Board</p> <p>The Independent Chair and Board Manager will consider/implement national recommendations and guidance re Funding Formulas</p>	Mar 2018	Business Management Group
<p><b>Fund a multi- agency trainer to deliver Adult Safeguarding , Mental Capacity and Deprivation of Liberty training to all stakeholders, including Care Providers</b></p>	Dec 2017	Business Management Group
<p><b>Maximise partnership activities within Cheshire East and across the Region</b></p> <p>How? By aligning relevant subgroups</p> <p>By developing joint training/campaign opportunities</p> <p>By adopting PAN Cheshire Policy and Procedures</p> <p>By undertaking joint Frontline visits with the LSCB</p>	Jan 2018	Independent Safeguarding Adults Board Chairperson/Children's Independent Chair

## Prevention

In accordance with the Care Act, Cheshire East Council is committed to the Early Intervention and Prevention approach to Safeguarding. We need to be confident that everyone knows how to spot and report abuse, and that Professionals endorse their Duty of Candour.

What we will do	By when	Who is responsible
<p><b>Ensure that our websites are up to date, informative with links to all relevant sites including the LIVE WELL site</b> (<a href="http://www.cheshireeast.gov.uk">www.cheshireeast.gov.uk</a>).</p> <p>How? By sending monthly updates to the Digital Service Team</p>	On-going	Sandra Murphy, HoS Adults Safeguarding/Nikki Hughes, Online Services Manager
<p><b>Promotion of the voice of our service users and the Spoken Word You Tube clip</b></p> <p>How? By sharing Best Practice/Experience at the NW ADASS Safeguarding Conference (October 17)</p> <p>By sharing with other Adult Safeguarding Boards and measuring the impact</p>	On-going	Independent Safeguarding Adults Board Manager
<p><b>Cheshire East will work in partnership with other agencies and Boards to raise awareness of types of abuse:</b></p> <p>How?: By the Safeguarding Board Newsletter</p> <p>By – developing a calendar of events to highlight issues such as Domestic Abuse, Modern Slavery, SCAMS, Dignity in Care, World Mental Health Day, Children’s Rights Month, Mental Capacity Day</p>	On-going	Sandra Murphy, Head of Service Adults Safeguarding (HoS Adults Safeguarding) and chair of Prevention Subgroup

What we will do	By when	Who is responsible
<b>Adults at risk will be informed when a safeguarding concern is to be sent to Adult Safeguarding Services</b>  How? The Independent Safeguarding Chair will seek assurance from Partners that this practice is being endorsed.	Dec 2017	Independent Safeguarding Adults Board Chairperson/Sandra Murphy, HoS Adults Safeguarding
<b>Establish compliant Safeguarding Referral Processes into Adult Social Care.</b>  How? By Developing an Electronic First Account Form	Jan 2018	Sandra Murphy, HoS Adults Safeguarding/Nikki Hughes, Online Services Manager

### Protection

Cheshire East wants to ensure that our workforce is equipped to protect people from harm and that Officers are confident in implementing our statutory duties.

What we will do	By when	Who is responsible
<b>Staff will have access to Policies, Procedures and Guidance to support their work.</b>  How? All agencies will continue to use the NW Cheshire Adult Safeguarding Policy which brings consistency in practice  Staff will have access to timely briefings relating to electronic system changes	From Apr 2017          From Sept 17	Jill Broomhall, Director of Adult Social Care Operations (Director ASCO)/Senior Management Team (SMT)          Alison McCudden, Adult Social Care Business Manager
<b>Staff will have access to regular, high quality supervision</b>  How? By revision of supervision arrangements for all staff including ASYE's	Dec 2017	Jill Broomhall, Director of Adult Social Care Operations

What we will do	By when	Who is responsible
<p><b>Staff will be able to make the links between the Care Act, Making Safeguarding Personal, Mental Capacity Act, Risk and Well Being</b></p> <p>How? By accessing Safeguarding Training, including Domestic Abuse and Signs of Safety Training, Court Skills training</p> <p>Via regular supervision arrangements which are reflective – above</p> <p>Managers and staff to attend established Management meetings and Practitioner Forums</p>	On going	Jill Broomhall, Director of Adult Social Care Operations
<p><b>Staff will be supported to manage High Risk cases</b></p> <p>How? A Legal Gateway meeting will be established to discuss High Risk Case including DOLS in a Domestic Setting</p> <p>The Risk Policy will be reviewed by Operational Service Managers</p>	<p>Started Aug 2017</p> <p>Dec 2017</p>	<p>Jill Broomhall, Director ASCO/Maureen Hills, Lawyer (Adults)</p> <p>Jill Broomhall, Director of Adult Social Care Operations</p>
<p><b>Promote consistent responses to safeguarding in specialist teams, particularly Community Mental Health Teams</b></p> <p>How? By offering opportunities for Staff to access each organisations training, including Root Cause Analysis Training</p> <p>By recruiting a permanent Head of Service for Mental Health and Learning Disability Services</p>	Dec 2017	Jill Broomhall, Director of Adult Social Care Operations
<p><b>Reduce any delay between receipt of referral and commencing an enquiry</b></p> <p>How? By monitoring timeliness via Making Safeguarding Audits</p>	Dec 2017	Jill Broomhall, Director of Adult Social Care Operations

What we will do	By when	Who is responsible
<b>To maximise the skills and knowledge of Elected Members within their communities</b>  How? By offering Safeguarding Training to Elected Members	From July 2017	Sandra Murphy, HoS Adults Safeguarding/ Kate Rose, HoS Children's Safeguarding
<b>To promote adult safeguarding to minority groups</b>  How? Via the Connected Leadership Programme, and links Community Safety Partnerships.	Dec 2017	Kirstie Hercules, Principal Manager - Local Area Working

### Proportionate

Cheshire East will ensure that responses to Adult Safeguarding concerns are timely appropriate and person centred.

What we will do	By when	Who is responsible
<b>To ensure consistent screening and application of Section 42 criteria</b>  How? By facilitating a workshop for newly appointed Practice Managers  By feeding back to Officers following quarterly Safeguarding Audits  By Collating Making Safeguarding Personal Outcomes to measure whether personal outcomes have been achieved	On-going	Sandra Murphy, HoS Adults Safeguarding
<b>To reconsider roles and responsibilities of Provider Organisations in responding to low level or quality issues, to ensure a proportionate response</b>  How? By revising the reporting and collation of low level safeguarding concerns, initially as a Pilot, prior to full implementation	January 2018	Sandra Murphy, HoS Adults Safeguarding /Nichola Glover-Edge, Director of Commissioning

## Empowerment

Cheshire East endorses the principles of Choice, Control, Independence and Well Being, adhering to the principles of the Mental Capacity Act:

**Presumption of  
mental capacity**

**Individuals are  
supported to make  
their own  
decisions**

**People can  
make unwise  
decisions**

**Anyone lacking mental  
capacity is supported  
using Best Interest  
principles**

**Decisions made  
have least  
restrictions**

What we will do	By when	Who is responsible
<b>Cheshire East to implement a process to review Deprivation of Liberty in domestic settings</b>  How? By adopting best practice models from other Local Authorities  By establishing a legal Gateway meeting	Dec 2017	Jill Broomhall, Director ASCO/Maureen Hills, Lawyer (Adults)
Consistent application of the Mental Capacity Act in Safeguarding cases	Dec 2017	Sandra Murphy, HoS Adult Safeguarding

### Accountability

Cheshire East will continue to improve existing Safeguarding Governance arrangements to ensure that there are links between the Adult at Risk to Senior Management and Partnership Boards.

What we will do	By when	Who is responsible
<b>Appointment of Head of Adult Safeguarding</b>	Sep 2017	Jill Broomhall, Director of Adult Social Care Operations
<b>Improve, monitor and improve outcome measures</b>  How? By developing a Safeguarding Score Card	Nov 2017	Sandra Murphy, HoS Adult Safeguarding
<b>To continue to monitor professional social work practice</b>  How? By continuing to undertake quarterly Making Safeguarding Personal Audits  By regular performance reports shared with the Senior Managers at monthly safeguarding governance meetings  By improving feedback to First Alerters	Sep 2017	Sandra Murphy, HoS Adults Safeguarding /SMT
<b>To monitor Provider Compliance and Performance</b>  How? By establishing a Quality Assurance Dashboard Reporting to DMT  By monthly information sharing meetings with the Council, NHS, CQC, NWAS, Trading Standards,  By linking with the Quality Surveillance Group	Oct 2017	Nichola Glover -Edge, Director of Commissioning

<b>What we will do</b>	<b>By when</b>	<b>Who is responsible</b>
<p><b>For each Social Work/Patch Team to establish dedicated safeguarding links to the HoS and with Providers</b></p> <p>How? By identifying Team Safeguarding Champions</p> <p>Named Social Workers to link with Named QA Officers for specific Providers</p>	Nov 2017	Sandra Murphy, HoS Adult Safeguarding/ Nichola Glover-Edge, Director of Commissioning
<p><b>To improve knowledge of Providers regarding safeguarding/criminal investigations</b></p> <p>How? By facilitating 2 workshops in October/November 17</p> <p>By providing workshop information packs to support knowledge</p>	Dec 2017	Sandra Murphy, HoS Adults Safeguarding /and Commissioning Manager
<p><b>To improve communication between Commissioning and Operational Staff</b></p> <p>How? Appointment of new QA/Contracts Manager</p> <p>Workshop to establish roles/responsibilities/pathways</p> <p>Monthly meetings with QA Manager and HoS Safeguarding</p>	Jan 2018	Nichola Glover- Edge, Director of Commissioning
<p><b>Safeguarding reports to be presented to Overview and Scrutiny, Health and Well-Being Boards</b></p>	On-going	Jill Broomhall, Director ASCO/Linda Couchman, Interim Director of Adult Social Care and Health

## How will we know that we have made a difference?

Evaluating how well we did for adults at risk, staff and partners

Through:

Measuring results by:

Quarterly MSP case audits  
via supervision

Multi agency audits

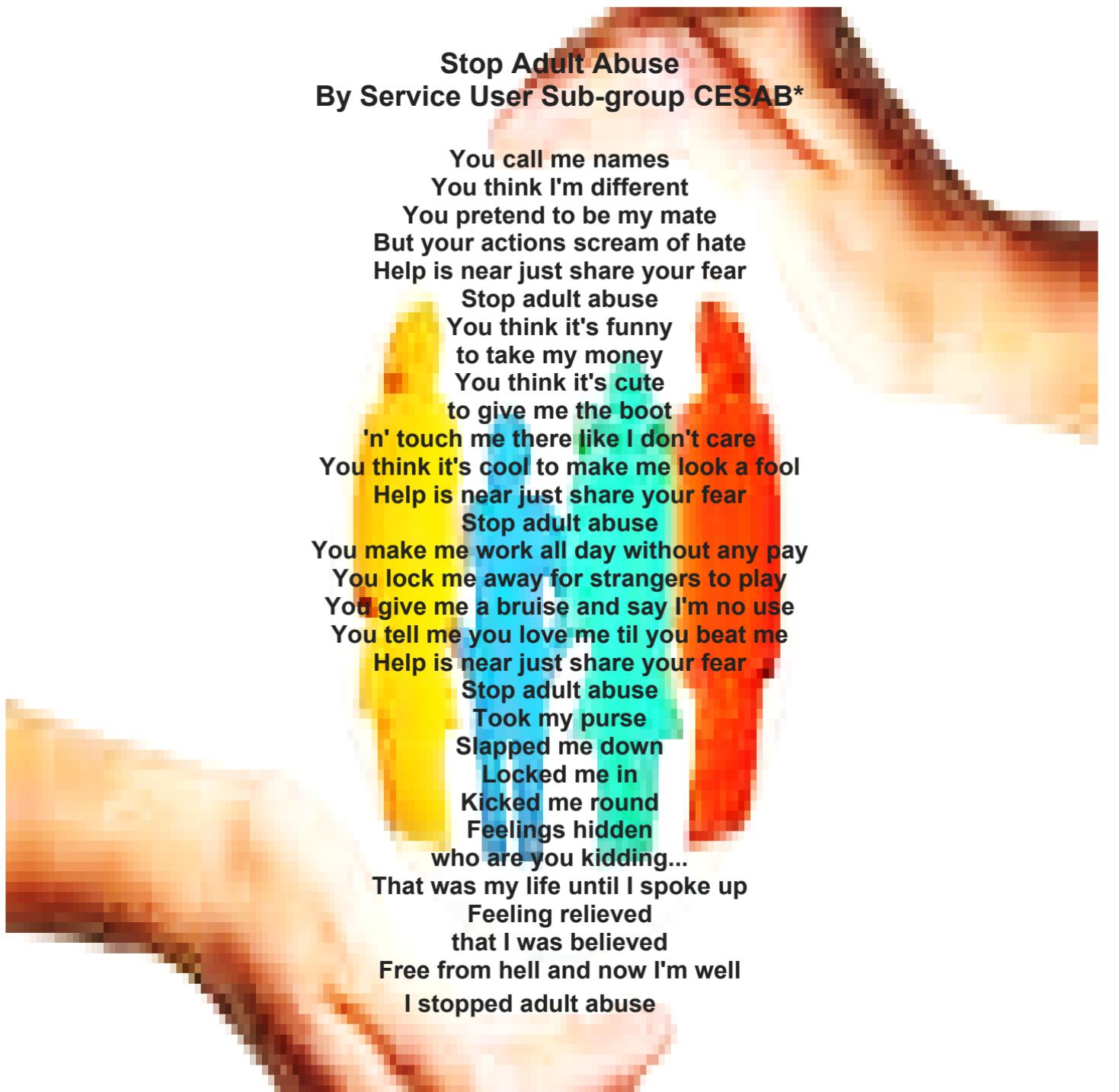
Annual Reports

MSP self assessment

ADASS risk assessment



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**Stop Adult Abuse  
By Service User Sub-group CESAB\***

You call me names  
You think I'm different  
You pretend to be my mate  
But your actions scream of hate  
Help is near just share your fear  
Stop adult abuse  
You think it's funny  
to take my money  
You think it's cute  
to give me the boot  
'n' touch me there like I don't care  
You think it's cool to make me look a fool  
Help is near just share your fear  
Stop adult abuse  
You make me work all day without any pay  
You lock me away for strangers to play  
You give me a bruise and say I'm no use  
You tell me you love me til you beat me  
Help is near just share your fear  
Stop adult abuse  
Took my purse  
Slapped me down  
Locked me in  
Kicked me round  
Feelings hidden  
who are you kidding...  
That was my life until I spoke up  
Feeling relieved  
that I was believed  
Free from hell and now I'm well  
I stopped adult abuse

\*CESAB - Cheshire East Safeguarding Adults Board

## Your thoughts matter

If you have any thoughts or views on the **Cheshire East Safeguarding Improvement Plan**, or would like to know how well we are progressing, please contact **Sandra Murphy, Head of Adult Safeguarding**:

Email: [Sandra.murphy@cheshireeast.gov.uk](mailto:Sandra.murphy@cheshireeast.gov.uk)



## Contacting Us

### How to report Safeguarding concerns

If you are worried about yourself or someone else, please do not ignore it. Listen carefully and make a note. Then phone us on:

- **0300 123 5010** (8:30am to 5pm Monday to Thursday and 8:30 am to 4:30pm Friday)
- **0300 123 5022** (at all other times including bank holidays)

If you are in doubt about whether it is abuse or not - please call.

If you are at immediate risk of harm **contact the emergency services by ringing 999**, or if it is not an emergency, call 101.

If you have a hearing or speech impairment you can use the national telephone relay service, just dial **18001** before the number or **18000** in an emergency.

If you feel unable to give information about yourself you can report abuse anonymously. All calls will be treated with respect and in confidence.

## Contacting your local adult social care team

During normal office hours you can contact the team in your area by calling: **0300 123 5010**

You can also write to Adult Social Care or visit our offices at:

- **Congleton** – Ground Floor, Westfields, Middlewich Road, Sandbach, CW11 1HZ
- **Crewe** – 2nd Floor Delamere House, Delamere Street, Crewe, CW1 2LL
- **Macclesfield** – Macclesfield Town Hall Market Place, Macclesfield, SK10 1EA
- **Wilmslow** – 1st Floor Dean Row Centre, Ringstead Drive, Wilmslow, SK9 2HA

## Emergency Out of Hours Social Care

Phone **0300 123 5022** for emergency social services (for both Adults and Children) outside normal office hours.

The emergency out of hours service operates between 17:00 and 08:30, and 24 hours at the weekends and bank holidays.

## For information about adult social care and finding services

You can find information about getting help from adult social care and services available by visiting our website at [http://www.cheshireeast.gov.uk/social\\_care\\_and\\_health.aspx](http://www.cheshireeast.gov.uk/social_care_and_health.aspx)

Here you will find information and factsheets about getting help. You can also search our directory of care services.

### How to make a complaint or compliment

The Complaints Manager can be contacted by telephone on **0300 123 5038** by completing the form on the Cheshire East website:

Link: [http://www.cheshireeast.gov.uk/council\\_and\\_democracy/customer\\_services/complaints\\_and\\_feedback/complaints\\_and\\_feedback.aspx](http://www.cheshireeast.gov.uk/council_and_democracy/customer_services/complaints_and_feedback/complaints_and_feedback.aspx)

You can also write to us at:

Compliance & Customer Relations Team  
Cheshire East Council  
Westfields - 1st Floor  
c/o Municipal Building  
Earle Street  
Crewe  
CW1 2BJ

### To find out about and get involved in shaping our services

Please visit our website for information on current and forthcoming consultations at [http://www.cheshireeast.gov.uk/council\\_and\\_democracy/council\\_information/consultations/consultations.aspx](http://www.cheshireeast.gov.uk/council_and_democracy/council_information/consultations/consultations.aspx)

You can also contact **Healthwatch Cheshire East**, an independent organisation that exists to use the experiences and feedback of the public to help improve health and social care services.

Web: <http://healthwatchcheshireeast.co.uk/>

Phone: 03300 882 843

Online form:

<http://healthwatchcheshireeast.co.uk/your-story>