

## 1: Listening and learning

### Desired outcomes:

- Safeguarding is person-led, outcome-focused, enhances involvement, choice and control, and improves quality of life, wellbeing and safety
- We use learning from within Somerset and elsewhere to enhance practice across the system in Somerset.
- Identified best practice will be embedded throughout the partnership
- We will be open to constructive criticism, and take appropriate action to reduce risk and improve safeguarding practice.

No.	Task	Lead/s	Timescales	What Will Demonstrate Success
A	Develop consistent and effective processes and communication channels to inform our work. We will do this by using the views of, and learning from, people who have experienced safeguarding and their carers, both provided directly to the Board and through partner organisations, including the third sector.	Board/ Exec Group	Due to their nature, these are pieces of work will continue throughout the life of the	<ul style="list-style-type: none"> <li>• Feedback from people who experience safeguarding and their carers, performance data and organisational audits demonstrate a greater focus on outcomes</li> <li>• Feedback from people who experience safeguarding and their carers is proactively sought and acted upon</li> </ul>
B	Develop mechanisms to identify and share best practice to improve safeguarding practice. This will include commissioning and supporting Safeguarding Adults Reviews (SARs), and learning emerging from other local, regional or national reviews. It will also include using an expanded range of methodologies to undertake SARs, including, where appropriate, the adoption of accelerated approaches used elsewhere to identify learning more quickly.	Learning and Development Subgroup/SA R Subgroup	plan as part of a continuous approach to learning and improvement	<ul style="list-style-type: none"> <li>• Best practice is identified and shared on a regular basis through the SSAB website, social media and newsletters</li> <li>• Monitoring the levels and types of safeguarding concerns for adults at risk</li> <li>• Use of an expanded range of methodologies</li> </ul>
C	Deliver multi-agency Safeguarding Adults learning opportunities to raise the profile of adult safeguarding, address areas of practice improvement and share lessons learnt from Reviews.	Learning and Development Subgroup		<ul style="list-style-type: none"> <li>• Multiagency practitioner feedback demonstrates awareness of safeguarding issues, risks and commitment to develop own practice.</li> </ul>

D	Identify learning for the adult safeguarding emerging from the ongoing Coronavirus public health crisis, including if there are any new and/or emerging Safeguarding Adults priorities that have arisen both as a result of the pandemic and the reducing lockdown measures	Board and Executive Group	At each meeting of the Board and Executive Group	<ul style="list-style-type: none"> <li>Learning identified, actions agreed, and arrangements put in place for their implementation</li> </ul>
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## 2: Enabling people to keep themselves safe

### Desired outcomes:

- People are aware of what abuse is and how to keep themselves and those that they care for safe
- People know what to do if they think that they or others are experiencing abuse or neglect

No.	Task	Lead/s	Timescales	What Will Demonstrate Success
A	Raise public awareness of: <ul style="list-style-type: none"> <li>• the different types of abuse</li> <li>• how people can keep themselves and those that they care for safe, including on-line</li> <li>• how to seek support when they or others are experiencing abuse or neglect</li> </ul>	Board/ Exec Group	Due to their nature, these are pieces of work will continue throughout the life of the plan as part of a continuous approach awareness raising across the system Ongoing	<ul style="list-style-type: none"> <li>• Public feedback demonstrates improved awareness of safeguarding issues</li> <li>• Targeted campaign reach and feedback</li> <li>• Increase in number of referrals made by the person who needs safeguarding themselves</li> <li>• Website analytics and feedback</li> <li>• Social media reach and feedback</li> <li>• Newsletter reach and feedback</li> <li>• Engagement with campaigns including:               <ul style="list-style-type: none"> <li>○ World Elder Abuse Awareness Day</li> <li>○ 'Stop Adult Abuse' awareness week</li> <li>○ 16 days of action</li> <li>○ Rogue trader's week</li> <li>○ Safeguarding adults week</li> </ul> </li> <li>• Implementation of plan of plan</li> <li>• Continued promotion of the SSAB 'Thinking it, Report it' campaign</li> </ul>
B	Through partner organisations, including the third sector, provide bespoke information to specific groups/sectors that are identified as being at greater risk	Board/ Exec Group		
C	Work together with Devon, Somerset and Torbay Trading Standards Service to raise awareness of financial abuse and scams	Business Manager		

D	Work together with the Safer Somerset Partnership and Avon & Somerset Constabulary to support work to reduce the harm caused by abuse such as County Lines activity, domestic abuse & modern slavery.	Board/ Exec Group		<ul style="list-style-type: none"> <li>• There is effective joint working to raise public awareness of County Lines and support the disruption of this type of criminal activity.</li> <li>• Support the work of the Somerset Violence Reduction unit in their efforts to reduce the impact of serious violence on vulnerable adults.</li> </ul>
E	Develop and publish a communication plan of that is aligned with local, regional and national campaign. The development will include a review of how public messages have been disseminated through the Coronavirus Public Health Crisis to identify if there are other methods that the board could consider adopting.	Business Manager	By the end of Q3 2020	<ul style="list-style-type: none"> <li>• A plan is in place and is used as the basis of SSAB communications</li> </ul>

### 3: Working together to safeguard people who can't keep themselves safe

**Desired outcomes:**

- Organisations, including the third sector, work together to ensure that multi-agency arrangements are effective, and that people who are unable to keep themselves safe are supported in the least invasive way
- Policy and guidance reflects best practice and takes a positive approach to risk
- There is effective working across local, regional and national partnerships on areas on mutual interest
- The number of inappropriate referrals is reduced through people raising other types of concern in an appropriate way

No.	Task	Lead/s	Timescales	What Will Demonstrate Success
A	Work as a partnership to identify guidance and standards for areas of new and evolving adult safeguarding practice to keep people safe and minimise risk of harm, while supporting them to live their lives as they wish	Policy and Procedures Subgroup	Due to their nature, these are pieces of work will continue	<ul style="list-style-type: none"> <li>• Reduction in the number of inappropriate referrals</li> <li>• Any policy or guidance changes required are agreed and implemented</li> <li>• There is guidance in place to support</li> </ul>

B	Work jointly with the other strategic Partnership Boards in Somerset to keep people safe from harm and improve their health and wellbeing in support of the prevention agenda, reducing duplication of effort and maximising effectiveness.	Independent Chair / Business Manager	throughout the life of the plan as part of a continuous approach to learning and improvement	<ul style="list-style-type: none"> <li>application of the Mental Capacity Act and Deprivation of Liberty Safeguards</li> <li>Appropriate mechanisms are in place to address deficits in multi-agency working, should they occur</li> <li>There are effective arrangements in place for joint working that can be demonstrated through the monitoring of member organisation performance data</li> </ul>
C	Enhance local understanding and application of the Mental Capacity Act (MCA) and Deprivation of Liberty Safeguards (and the proposed replacement Liberty Protection Safeguards). This will include seeking assurance that the application of the principles of the MCA, including the need to safeguard people who are deprived of their liberty, are being complied with.	Mental Capacity Subgroup		
D	Work jointly locally, within the region, and through national networks, to both develop our local approaches to safeguarding adults within the wider system, learn from others, and share good practice and learning.	Independent Chair / Business Manager	Quarterly throughout the year	<ul style="list-style-type: none"> <li>The Board contributes to the development of local, regional and national policy, and adopts learning from other local partnerships and elsewhere</li> </ul>

## 4: Board Governance

### Desired outcomes:

- Somerset has an effective Safeguarding Adults Board which fulfils its statutory responsibilities, has strong leadership and governance arrangements, and promotes a culture of collective accountability, respectful challenge and continuous learning
- The Board uses data appropriately to understand where risk exists within the system
- The Board can demonstrate progress through the regular monitoring of performance

No.	Task	Lead/s	Timescales	What Will Demonstrate Success
A	Monitoring the implementation of best practice, standards, policies and actions emerging from Reviews (including, but not limited to, SARs, Serious Case Reviews, Domestic Homicide Reviews, and Learning Disability Mortality Reviews)	Exec Group  L&D Subgroup	Q2/3 Annually	<ul style="list-style-type: none"> <li>Monitoring of implementation of recommendations emerging from Reviews</li> </ul>

B	Monitor the implementation of recommendations made by the South West Audit Partnership in its audit of the SSAB's work (April 2020) and actions identified from the 2020 SSAB members survey			<ul style="list-style-type: none"> <li>• Actions agreed, implemented and monitored</li> </ul>
C	Monitor performance across the system	QA Subgroup MCA Subgroup	Quarterly throughout the year	<ul style="list-style-type: none"> <li>• Performance is monitored quarterly, and indicators regularly reviewed</li> <li>• Monitoring of Advocacy take up</li> <li>• Monitoring of Deprivation of Liberty Safeguards referrals (and the proposed Liberty Protection Safeguards)</li> </ul>
D	Develop effective processes which use data as part of an 'intelligent safeguarding' approach to understand where risks exist within the system and seeks assurance on the implementation of action(s) to address it	Board / Exec Group / QA Subgroup	Quarterly throughout the year	<ul style="list-style-type: none"> <li>• Data on patterns of referrals and types of abuse is used to inform the work of the Board</li> </ul>
E	Review work led by Public Health Somerset on arrangements for people with multiple vulnerabilities, and seek assurance appropriate arrangements are in place to address any weaknesses in the adult safeguarding system identified through this.	Exec Group	Q3 2020/21	<ul style="list-style-type: none"> <li>• Levels of assurance are established</li> <li>• Appropriate auditing and monitoring arrangements are agreed for any areas of low assurance</li> </ul>
F	Support Somerset County Council Elected Members and Somerset County Council Committee functions to better understand their roles and responsibilities in effectively scrutinising and monitoring the effectiveness of the Board in protecting adults at risk from abuse, and maintain links with NHS England Improvement	Exec Group / Independent Chair	Due to its nature, this will continue throughout the life of the plan	<ul style="list-style-type: none"> <li>• Elected Members of Somerset County Council and Members of NHS Somerset Clinical Commissioning Group have the information they need to effectively scrutinise the work of the Board</li> </ul>