

Solihull Safeguarding Adults Board

Strategic Plan 2023-2024



Contents

Purpose of this Report	2
About the Solihull Safeguarding Adults Board	2
Governance Structure	3
Developing Our Priorities for 2023-24	6
Board Priorities for 2023-24	9
Multi-Agency Boards Coordination	12
Reviewing progress in achieving the priorities	12
Board Annual Report and Strategic Plan Cycle	14
Contact Details	15

Purpose of this Report

The Care Act (2014) says that we must develop and publish a strategic plan to say how we plan to prevent abuse and neglect and help protect people with care and support needs at risk of abuse and neglect. This report sets out who we are, what we plan to do between April 2023 and March 2024, and how we will know we are making a difference.

About the Solihull Safeguarding Adults Board

The Care Act 2014 makes a Safeguarding Adults Board a legal requirement. The job of Solihull Safeguarding Adults Board (SSAB) is to make sure that there are arrangements in Solihull that work well to help protect adults with care and support needs from abuse or neglect. Solihull Safeguarding Adults Board needs to ensure that safeguarding practice continues to improve the quality of life of adults in Solihull.

The Board is led by an Independent Chair. By law, the Board must have three members which are: Solihull Metropolitan Borough Council, West Midlands Police and Birmingham and Solihull Integrated Care Board.

Solihull SAB also has the following partners represented on its board representing our inclusive approach and long history of partners wanting to work together:

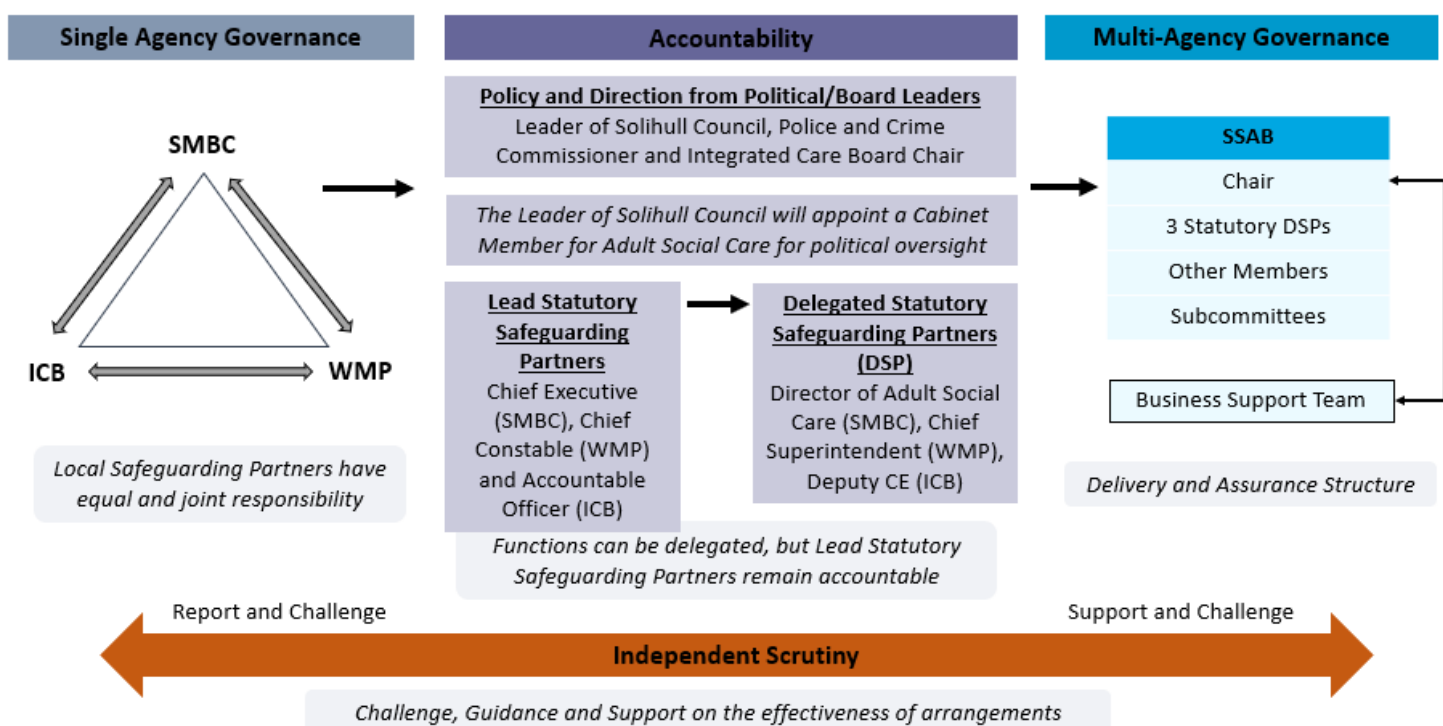
Age UK Solihull
Birmingham & Solihull Mental Health Foundation Trust
Coventry and Warwickshire Partnership Trust
Care Quality Commission
Healthwatch Solihull
National Probation Service
Private Care Sector
Solihull Action through Advocacy
Solihull Carers Trust
Solihull Community Housing
University Hospitals Birmingham
West Midlands Fire Service



Governance Structure

The diagram below sets out the agreed way of working and outlines the joint responsibility across the lead statutory safeguarding partners, including the governance and accountability lines. The lead agency with responsibility for coordinating adult safeguarding arrangements is the local authority, but all the members of the SAB should designate a lead officer. The lead statutory partners for safeguarding adults' oversight are the Chief Executive for Solihull Metropolitan Borough Council, the Chief Constable for West Midlands Police, and the Accountable Officer for Integrated Care Board. These functions can be delegated to Solihull Safeguarding Adults Board Members but lead statutory safeguarding partners remain ultimately accountable.

Safeguarding Adults in Solihull - Governance Map



The Safeguarding Adults Board meets quarterly to consider key areas of safeguarding practice and performance, oversight of risk and to horizon scan for matters of regional and national importance which will require a local response.

The Board has five subcommittees each leading on an area of safeguarding practice:

- Performance, Quality and Audit
- Learning and Development
- Policies and Procedures
- Safeguarding Adult Reviews
- Engagement and Prevention

They talk with each other and the public and provide the Board with information to help us to decide what we should focus on each year to improve safeguarding practice.



The Independent Chair provides a report to Health and Wellbeing Board each January, setting out the Board’s progress in achieving its priorities, which are set annually. In June of each year, the Independent Chair presents to Health and Wellbeing Board, the Board’s Annual Report looking back at the achievements of the previous year, and the Strategic Plan setting out the Board’s intentions for the current year. A further meeting is then held with the Leader of the Council and Chief Executive of the Council to present the Annual Report and Strategic Plan.

It’s important that we understand what the other Boards and Partnerships in Solihull are doing to keep people safe, to make sure there is no duplication, but also that there are no gaps in our work to safeguard the community. Solihull Safeguarding Adults Board works with the Solihull Safeguarding Children Partnership and Community Safety Partnership, as well as Health and Wellbeing Board, via quarterly meetings between the four support officers. There are also twice-yearly meetings of the six support officers and Chairs/Scrutineers of the four boards mentioned as well as Domestic Abuse Partnership Board and Exploitation Reduction Board. Now the ICB Solihull Place Committee is fully established, we will be embedding this committee into these arrangements throughout 2023-24. These meetings enable oversight of progress made to improve coordination across the boards, and to

identify further opportunities to work together. Members of the aforementioned boards and partnerships came together in April 23 to review progress made in improving coordination across the boards and to identify areas for focus during 2023-24 which have formed the basis of an action plan being overseen by the chairs and support officers of the boards and partnerships.

Board Relationships



The **Health and Wellbeing Board** is accountable for identifying priority areas and ensuring that services work together. It has a system assurance role in relation to safeguarding of vulnerable people.

The **Safeguarding Adults Board** and the **Safeguarding Children Partnership** are responsible for challenging partner agencies on their success in ensuring children, young people and adults are kept safe. Their annual reports are taken to the Health & Wellbeing Board which has a system oversight role.

Safer Solihull (the Community Safety Partnership) is made up of representatives from the police, Local Authorities, fire and rescue authorities, health and probation services (the 'responsible authorities'). The responsible authorities work together to protect their local communities from crime and to help people feel safer.

What we want to achieve for people in Solihull:

Empowerment - "I am asked what I want as the outcomes from the safeguarding process and these directly inform what happens."

Prevention - "I receive clear and simple information about what abuse is, how to recognise the signs and what I can do to seek help."

Proportionality - "I am sure that the professionals will work in my interest, as I see them and they will only get involved as much as needed."

Protection - "I get help and support to report abuse and neglect. I get help so that I am able to take part in the safeguarding process to the extent to which I want."

Partnership - "I know that staff treat any personal and sensitive information in confidence, only sharing what is helpful and necessary. I am confident that professionals will work together and with me to get the best result for me."

Accountability - "I understand the role of everyone involved in my life and so do they."

Developing Our Priorities for 2023-24

In developing our priorities for 2023/24 we have taken lots of things into account:

The experiences and voices of survivors of abuse and neglect

Where the social worker who has supported a survivor of abuse has let us know that person would be comfortable to talk to us about their experience of support, we talk to them, being careful to avoid causing further anxiety or upset. Some survivors of abuse and neglect have kindly shared their experiences of safeguarding, and the feedback has been very positive. We know that people have really valued professionals who take the time to listen to them and to explain what is happening and why. We also know that where professionals have tailored their support to suit the individual circumstances this has had a very positive impact. This is exactly what we would expect professionals working in Solihull to be doing and it is reassuring to hear these examples of positive feedback. We would like to increase opportunities to hear feedback from those who have experienced abuse and neglect, and we also want to make sure we are hearing feedback from diverse voices to further improve our approach to making safeguarding personal.

The voices of Solihull's communities

We know from speaking to professionals from a variety of partner organisations that some people continue to feel the impact left by Covid-19. Some have suffered the devastating loss of loved ones from Covid-19, others have struggled with the effects of prolonged isolation, with inevitable increases in requests for support with mental health. We also know that a lot of people have found the support available to them from voluntary sector organisations as well as the council and health partners to be helpful and well-coordinated and we have received positive feedback.

More recently the cost-of-living crisis has impacted residents, and whilst we know there are lots of organisations and resources that can support individuals, we need to be mindful of the ongoing impact of the increased costs of utilities, food and other necessities on individuals, families, and communities.

We also know from consultation undertaken with the public by Adult Social Care for the development of their 5-year plan, that the inclusion of diverse groups in the work organisations do is very important. As is a focus on the needs of specific groups to ensure offers of support are truly tailored to the needs of those groups.

The findings of case reviews, audits, and Safeguarding Adult Reviews

The murder of Arthur Labinjo-Hughes became a local and national focus towards the end of 2021, with a national review reporting findings in May 2022. Situations like Arthur's remind us that we must ensure that we are meeting our core functions as a Safeguarding Adults Board; coordinating and ensuring the effectiveness of safeguarding across the partnership to protect adults from abuse and neglect.

The Joint Targeted Area Inspection of Solihull's Safeguarding Children Partnership identified areas for improvement around hearing the voices of the children and families being supported and the Partnership's oversight and understanding of

safeguarding in Solihull, in terms of what is working well and what needs to improve. The Safeguarding Adults Board has carefully considered these findings relating to the Safeguarding Children Partnership and how they apply to its own effectiveness as a group of partners. As a result, during 2022-23 additional data has been included in the performance dashboard to provide assurance on the timeliness and quality of decision making when safeguarding adult concerns are received, the quality assurance framework was updated with more focus on the impact of practice on the experiences of adults and their families, there is now an annual audit schedule in place for delivering multi agency audits, including opportunities for joint work with other boards on common areas of interest. The SAR Subcommittee have developed a strategy for dissemination of learning from Safeguarding Adult Reviews across the partnership. This includes a template for tracking how learning is shared and who with, and what will be required in terms of measuring impact. Use of the strategy will ensure learning from SARs is shared in a planned and coordinated way, using a variety of communication styles to suit the audience. An audit of Solihull's response to Domestic Abuse was undertaken, coordinated by Safeguarding Adults Board, Safeguarding Children Partnership and Domestic Abuse Partnership Board to seek assurance that practitioners know how to respond to incidents of domestic abuse and have a clear understanding of coercive and controlling behaviour, including female perpetrators as well as the impact of domestic abuse on children. Some organisations have highlighted confidence in a range of key areas i.e., staff training and understanding of domestic abuse, however, there is more work to be done around single agency training, embedding the training and learning into practice, and understanding the dynamics, impact and risk when responding to child-to-parent abuse

Whilst we have not completed any Safeguarding Adult Reviews during 2022-23, we do know that a key theme arising repeatedly in local, regional, and national safeguarding adult reviews is hearing the voice of the person and understanding their experiences.

What we learned during 2022-23

For the past 12 months we have had a focus on oversight of quality and risk, with due consideration given to the long-term impact of Covid-19, considering the learning to date. This has included understanding from Solihull's communities, what their key concerns are and whilst this has been valuable feedback, we are aware that there will be communities we have not heard from, who may have views and concerns particular to them.

Having started work this in 2022-23 to understand whether safeguarding data is representative of Solihull's communities, we are aware that we need to better understand what the Census 2021 data is telling us about Solihull, and where we need to target some attention during 2023-24 to make sure key safeguarding messages are reaching diverse communities.

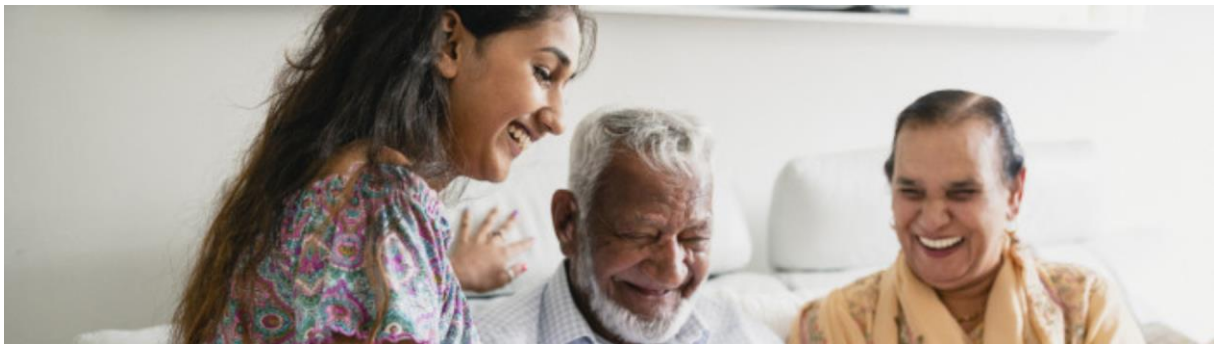
In preparation for CQC inspection, due to commence from April 2023, the board has contributed to a self-assessment undertaken by the local authority and has also undertaken its own self-assessment based around the duties and expectations of a Safeguarding Adults Board set out in the Care Act (2014). Two areas we would like to focus on this year are:

- Refreshing policies and strategies for protecting adults which should be produced, not only with all relevant agencies but also taking account of the views of adults who have needs for care and support, their families, advocates, and carer representatives
- Developing plans with the aim of addressing the adverse experience for individuals resulting from ethnicity, religion, gender and gender orientation, sexual orientation, age, disadvantage and disability regarding abuse and neglect

Data

We review our safeguarding adults' performance dashboard each quarter and can see that the numbers of concerns relating to financial abuse are increasing, rising from 11% of all referrals in the first quarter of 2022-23 to 20% in the third quarter of 2022-23. With the cost-of-living crisis comes an increased risk of financial abuse and we want to do some work in 2023-24 to share preventative messages as well as ensuring the response to financial abuse is effective.

With the findings of the 2021 Census being published at the beginning of 2023, we have seen some marked differences in the makeup of Solihull's demographics when compared to the last Census in 2011. We want to do more work to understand how Solihull's diverse groups are reflected in safeguarding data, and to identify whether there are communities in Solihull that are not reflected in referrals made to the local authority and why this might be. We want to make sure all communities are aware of key safeguarding messages that are communicated to the public.



Board Priorities for 2023-24:

Priority 1: To improve our understanding of who Solihull's communities are and use this to improve the accessibility and quality of safeguarding information as well as service development.

What we aim to achieve:

- Visibility of diverse groups in safeguarding dashboard data which reflect Solihull's communities
- Improved data quality relating to protected characteristics
- The board will have a clear understanding of where communities are seeking support, and this will support effective engagement
- The board's work will focus on the needs of the communities it serves
- The board will understand how different safeguarding issues affect different groups and identify whether the board is doing enough to address any unwarranted differences, and if not, co-ordinate further improvement
- People in Solihull will have access to safeguarding information which has been shaped by community feedback in order to be as useful as possible

How we will achieve this:

- Review of the Performance Dashboard so that it captures protected characteristics and reflects how these fit with Solihull's known communities
- Develop links with community groups and ensure there is understanding of how to raise concerns in Solihull (this may include cross border links as some groups/individuals may travel to other localities for support and resources)
- Explore whether cultural competency training would be beneficial to support understanding of different communities and their needs
- Identify whether any research or work from other areas has been undertaken to support understanding of how different safeguarding issues affect different groups
- As communities are always changing and evolving, determine whether there are opportunities to receive up-to-date information in-year, and to build in touch points to understand any new communities.
- Make use of existing links to receive feedback from communities e.g., care providers who will speak to adults with care and support needs, families and carers
- Link with Community Safety Partnership to share their hate crime data to develop understanding of safety risks to different communities

Risks we need to manage:

- Duplication of work already being undertaken by Solihull organisations or other boards – via the board co-ordination arrangements described earlier, we will identify interdependencies and look for opportunities to collaborate
- Due to recruitment challenges outside Board control, there is insufficient resource or capacity available to collate and analyse data

Priority 2: To understand from Solihull's communities and those with lived experience of safeguarding, what they need from an effective safeguarding response and act on this.

What we aim to achieve:

- Diverse groups will say safeguarding interventions are meeting their needs, they feel informed and supported to avoid abusive situations, and they know how to report a concern.
- Demographic data will show that safeguarding concerns reported are reflective of Solihull's communities.
- The board is hearing the voices of diverse communities that it hasn't previously heard from e.g., homeless communities
- The board and subcommittees can demonstrate how feedback from those with lived experience has been used to influence the multiagency safeguarding response

How we will achieve this:

- Link with partners, other local boards and organisations in neighbouring localities (who may be supporting Solihull individuals/groups) so that we hear the views of Solihull's communities on what they see as an effective safeguarding response, making changes to our practice and arrangements that take account of this feedback.
- The board will build on the current arrangements to seek feedback by trying some alternative methods too e.g., an online form on the website, seeking support of partners to engage and obtain feedback, or members of the SSAB support team visiting key community groups to hear feedback directly.
- To increase the reach of the Board to local communities, Voluntary Sector organisations will support by sharing with the Board the views of the communities they support and will share key safeguarding messages from the Board with those groups, including messages focused on prevention.

Risks we need to manage:

- People who have received safeguarding intervention are reluctant to engage with the board – we will explore other opportunities to receive feedback where direct contact from the board is not appropriate
- Duplication of engagement work already being undertaken by Solihull organisations or other boards – via the board co-ordination arrangements described earlier, we will identify interdependencies and look for opportunities to collaborate
- Identifying issues that are outside of the board’s remit to address – using the board co-ordination arrangements we will share such feedback with the most appropriate board for their consideration and response
- Ensuring we engage with a broad enough range of individuals from a community that the feedback can be considered to represent the group – this will require joint work between the board and other organisations undertaking engagement work to ensure contact with a wide community base
- Due to recruitment challenges outside Board control, there is insufficient resource or capacity available to undertake engagement work

Priority 3: A robust response to financial abuse

What we aim to achieve:

- The public understands what financial abuse is and how to protect themselves, as well as seeking help if they have been abused financially
- Professionals working with adults with care and support needs understand financial abuse and provide an effective response when concerns are raised

How we will achieve this:

- Use our data to understand the types of financial abuse happening in Solihull which will inform plans to reduce financial abuse locally
- Review and refresh our financial abuse guidance and ensure it is in line with current best practice, sharing this widely and publishing it on our website so it is available for all
- Key messages shared with the public on the prevention of financial abuse as well as how to seek help if financial abuse is suspected
- Use national, regional, and local reports to understand whether the cost-of-living crisis has impacted on the levels of financial abuse reported
- Audits of financial abuse cases to seek assurance on the quality of practice and to learn from good practice as well as where practice needs to improve

Risks we need to manage:

- an increase in financial abuse reports resulting from increased awareness raising on this issue, which impacts on partner capacity to respond – the board will monitor volume of concerns and enquiries via the performance dashboard
- Challenges in engaging with communities effectively meaning key safeguarding messages are not shared – reaching key groups will be more effective through joint work with other partnerships and organisations who have developed their own communication networks
- Insufficient capacity across the partnership to undertake or respond effectively to audit work – opportunities to collaborate with other boards on audit work will be sought wherever possible to reduce impact on partners

Multi-Agency Boards Coordination

During 2022-23 the Safeguarding Adults Board, Safeguarding Children Partnership, Community Safety Partnership, Health and Wellbeing Board, Domestic Abuse Partnership Board and Exploitation Reduction Board have been working to improve cross-board arrangements and coordination. The intended outcome from this work is that each board's work is effective and has impact and that capacity is organised to deliver our priorities.

Focus has been on development of:

- A plan on a page summary setting out the responsibilities and priorities of the boards
- An over-arching understanding of the risk registers across the boards
- A coordinated approach to multi agency audits
- A protocol setting out how the boards will work together to achieve improved coordination

Good progress has been made towards these goals, and work will continue in 2023-24 to embed multi-agency board coordination in everyday practice. This work is overseen by 6 monthly meetings of the board chairs and support officers. A multi board event held in April 2023 with representatives from the boards and partnerships previously referenced, provided an opportunity to share progress with wider board membership, seek their feedback and identify additional areas for improvement which will be the focus for 2023-24. Now the ICB Solihull Place Committee is fully established, this forum will also be fully incorporated into these arrangements.

Reviewing progress in achieving the priorities

The Board meet quarterly and receive updates from the subcommittees on their progress which supports Board oversight of progress. The Board holds a development session each October to review progress made to date, and to agree actions to ensure progress stays on track or is improved where necessary. This supports the Independent Chair in

providing an update to Health and Wellbeing Board each January on progress made and areas for focus for the remainder of the financial year.

Expectations of our Subcommittees

Each subcommittee will have its own workplan that will contribute to the Board's priorities. As the year progresses and we receive evidence of the successes and areas for improvement, the work of the subcommittees may change and develop.

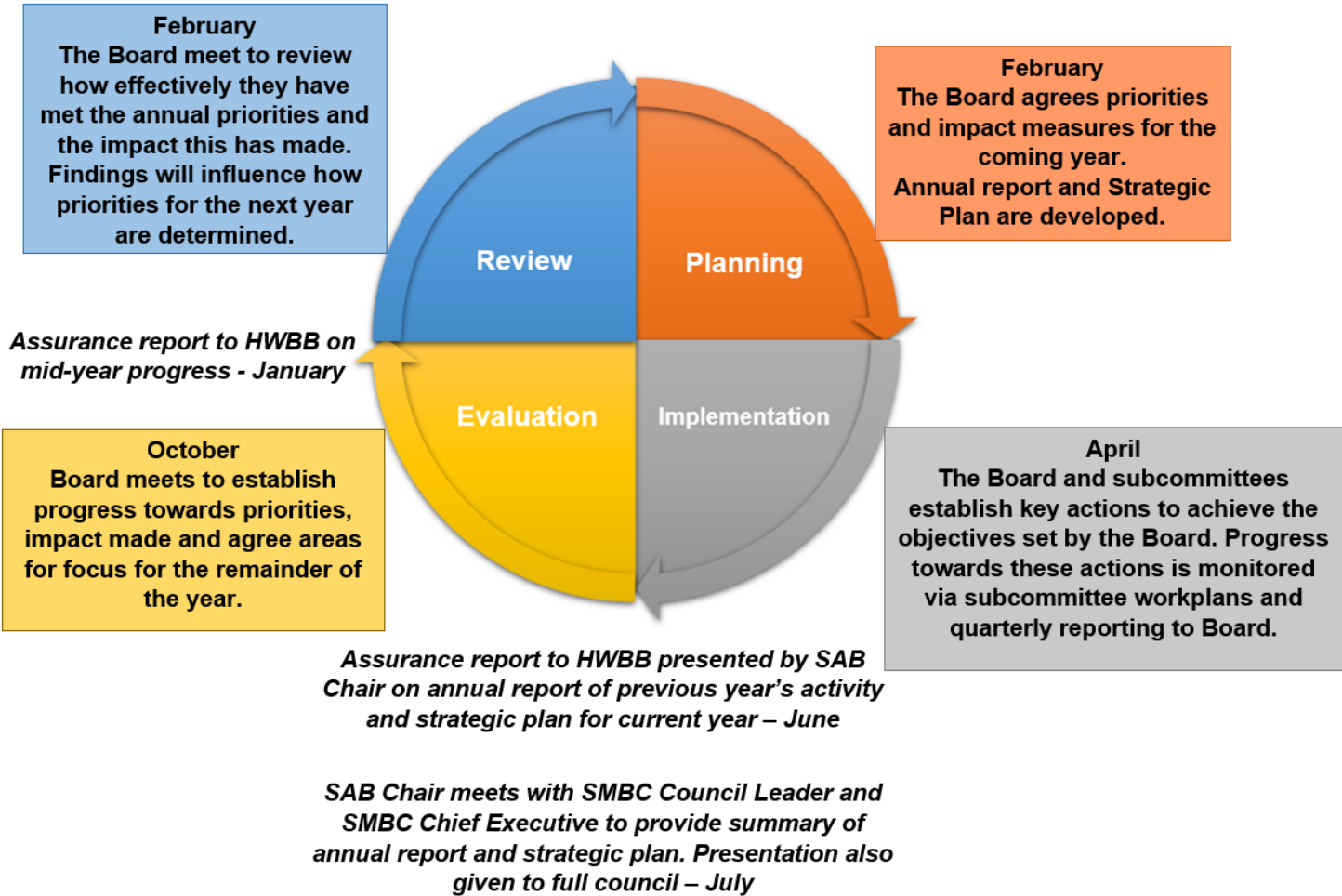
The subcommittees will identify risks for their area of scope, which could prevent the Board from achieving its priorities and objectives. This will be a standing item on each subcommittee agenda and each quarter a collated report with risks, mitigations, and any recommendations from the five subcommittees will be brought to the Board meeting for assurance and oversight.



Board Annual Report and Strategic Plan Cycle

The diagram below sets out the annual cycle of how the safeguarding adults board develops its priorities for the year, reviews progress in achieving the priorities, shares updates with Health and Wellbeing Board, and uses learning identified through the year to set its intentions for the following year.

Annual cycle – SSAB annual report & Strategic plan





Safeguarding Adults Board Business Team
Solihull Metropolitan Borough Council
Council House
Manor Square
Solihull
B91 3QB



0121 788 4392



ssab@solihull.gov.uk



www.safeguardingsolihull.org.uk

