



Portsmouth Safeguarding Adults Board

Strategic Plan 2023-28

Purpose

The Portsmouth Safeguarding Adults Board (PSAB) is a partnership of key agencies in Portsmouth. Its purpose is to co-ordinate and ensure the effectiveness of what each of its members does to help and protect adults in Portsmouth who meet the criteria for safeguarding which are set out in the Care Act 2014, that is an adult who:

- has needs for care and support;
- is experiencing, or is at risk of, abuse or neglect; and
- as a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect

Safeguarding means protecting an adult's right to live in safety, free from abuse and neglect.

This strategy sets out the priorities, key areas of work and success measures for the work of the PSAB over the next 5 years.

Mission Statement

"Working throughout the city with our communities and other partnerships to make Portsmouth a city where adults at risk of harm are safe and empowered to make their own decisions and where safeguarding is everyone's business."

Principles

The work of the PSAB and its partners is underpinned by the six principles of Making Safeguarding Personal outlined in the Care Act Statutory Guidance:

- **Empowerment**
People being supported and encouraged to make their own decisions and informed consent.
- **Prevention**
It is better to take action before harm occurs.
- **Proportionality**
The least intrusive response appropriate to the risk presented.

- **Protection**
Support and representation for those in greatest need.
- **Partnership**
Local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse.
- **Accountability**
Accountability and transparency in delivering safeguarding.

Strategic Priorities

1. Hear and champion the voice of the service user and front-line practitioners.
2. Challenge stigma, marginalisation and unconscious bias.
3. Ensure safeguarding practice is done well across agencies and between agencies.
4. Support the effective identification, assessment and coordinated management of risk.

Delivery and Governance

The governance arrangements, objectives, and the performance measures for each of these priorities for the period 2023-25 are set out in Appendix A.

Progress against these will be reported to the PSAB on a 6-monthly basis. The PSAB will review the plan annually and adjust it where appropriate for the coming years in response to our quality assurance activity, feedback from our communities and practitioners, and findings from Safeguarding Adults Reviews (SARs). A summary of progress will be detailed in the PSAB Annual Report.

Appendix A: Governance Arrangements, Objectives and Delivery Plans for the Priorities for 2023-25

Priority 1: Hear and champion the voice of the service user and front-line practitioners

Why are we doing this?

The Care Act statutory guidance sets out requirements for Safeguarding Adults Boards to raise community awareness of adult abuse and neglect and how to respond and to seek feedback from local Healthwatch, adults who use care and support services and carers, community groups, advocates, service providers and other partners. In our previous strategic plan we made progress towards this by establishing a new Engagement subgroup, and we aim to build on this work in the coming years.

Who is responsible for oversight of this work?

Engagement subgroup chair and all Board members

What is the difference we want to see?

- Service users are well informed about safeguarding and how to seek help.
- The PSAB's work is informed by what service user voices tell us.

How will we achieve this?

1. Test a mechanism for gathering feedback from people experienced statutory safeguarding enquiries
2. Raise awareness of safeguarding and how to report concerns among the community
3. Review how agencies gather feedback on safeguarding practice

How will we measure impact?

- Feedback received from people who have experienced statutory safeguarding enquiries and other safeguarding
- Number of safeguarding concerns reported by service users, families, carers and community members

Priority 2: Challenge stigma, marginalisation and unconscious bias

Why are we doing this?

We know from the findings of several of our recent Safeguarding Adults Reviews, and speaking with the families of those involved, that some service users have experienced stigma, marginalisation and unconscious bias, and that this creates barriers to seeking effective support from services. All agencies have a responsibility to ensure that discrimination is eliminated and promote equality of opportunity.

Who is responsible for oversight of this work?

PSAB Board, Quality subgroup chair and SAR subgroup chair

What is the difference we want to see?

- Staff are more aware of the effect unconscious bias can have on the way they respond to people.
- People are treated with respect and not judged when presenting to services and their human rights are upheld.
- Health inequalities are reduced.

How will we achieve this?

1. Identify and share examples of stigma, marginalisation and unconscious bias through SARs, case studies, complaints.
2. All Board Members to summarise for the Board how they address this in their organisation, including training and development.
3. Research best practice on use of language and changing culture and produce a guide to use of language.
4. Undertake the Local Government Association discriminatory abuse self-assessment.

How will we measure impact?

- Service user feedback
- Reduction in new SAR findings on this theme

Priority 3: Ensure safeguarding practice is done well across agencies and between agencies

Why are we doing this?

Effective safeguarding practice in line with the 5 principles of Making Safeguarding Personal is key to ensuring that adults at risk are effectively protected from abuse and neglect. We know from our audit work, SAR findings, feedback from practitioners, and the findings of a recent peer review, that safeguarding practice is not always done well and that staff do not always feel confident in identifying and addressing abuse and neglect.

Who is responsible for oversight of this work?

Deputy Director, Adult Social Care, Portsmouth City Council.

What is the difference we want to see?

- Staff working in Portsmouth are confident about identifying and addressing abuse and neglect.

How will we achieve this?

1. Measure the impact of new and revised guidance and policy
2. Require agencies to confirm their staff are legally literate to appropriate level in relevant law.
3. Develop a strategic approach to multi agency learning and development and agree annual training priorities.
4. Hold a self-learning event.
5. Continue to develop our assurance programme based on learning from SARs.

How will we measure impact?

- Quality of safeguarding referrals
- Compliance with training
- Staff feedback
- Output from assurance work shows improvement
- Evidence from agencies about improvement work

Priority 4: Support the effective identification, assessment and coordinated management of risk

Why are we doing this?

We know from the findings of recent SARs and audits that risk is not always managed effectively, and that the Multi-Agency Risk Management (MARM) Framework is not always used when it could be to support the management of risk.

Who is responsible for oversight of this work?

SAR subgroup chair.

What is the difference we want to see?

- Risk is identified, monitored and managed in a multi-agency way with the adult at the centre, leading to better outcomes for the adult
- MARM practice is improved in Portsmouth
- Practice and policy development is informed by service user voice

How will we achieve this?

1. MARM task and finish group to explore options for practice improvement with practitioners
2. Audit of MARM minutes
3. Collect views of people subject to MARM

How will we measure impact?

- Number of MARMs held
- Quality of MARMs
- Assurance that MARMs happen when they are recommended
- Reduction in SAR referrals where MARM is a feature
- Training compliance on MARM
- Understanding the views of adults who have experienced MARM