

ROTHERHAM BOROUGH COUNCIL – CABINET MEMBER

1	Meeting:	Cabinet Member for Adult Social Care and Health
2	Date:	17 November 2014
3	Title:	Making Safeguarding Personal
4	Directorate:	Neighbourhoods and Adult Services

5 Summary

Making Safeguarding Personal (MSP) is a Local Government initiative that supports Councils and their partners to develop outcomes focused, person centred safeguarding practice. The Making Safeguarding Personal Approach is embedded in the Care Act 2014 and therefore utilisation of this approach is now essential for every local authority in England. This report outlines what MSP is, the key drivers to initiate MSP in Rotherham and the recommended approach and scope of the initiative.

Councils are invited to engage in work on one or more of three levels:

- **Bronze:** working with people (and their advocates or representatives if they lack capacity) at the beginning of the safeguarding process to identify the outcomes they want and then looking at the conclusion of the process at the extent to which these outcomes are realised.
- **Silver:** the above, plus developing one or more types of responses to safeguarding and/ or recording and aggregating information about responses.
- **Gold:** the above, plus independent evaluation by a research organisation/university.

Rotherham, in taking part in an introductory event, has initially signed up to commence at Bronze level.

6 Recommendations

- **That Cabinet agree to consolidate Making Safeguarding Personal at Bronze Level.**
- **That Cabinet agree to engage at Silver level by developing one of the proposed tools/responses to safeguarding.**

7 Proposals and Details

MSP is a shift in culture and practice in response to what we now know about what makes safeguarding more or less effective from the perspective of the person being safeguarded. It moves away from being process led to being person led. It is about having conversations with people about how we might respond in safeguarding situations in a way that enhances involvement, choice and control as well as improving quality of life, wellbeing and safety. It is about seeing people as experts in their own lives and working alongside them. It is about collecting information about the extent to which this shift has a positive impact on people's lives. It is a shift from a process supported by conversations to a series of conversations supported by a process.

The core principles for safeguarding adults are set out in recent government policy on safeguarding adults: empowerment, prevention, proportionality, protection, partnership, and accountability. These are now embedded in the Care Act 2014 and MSP supports translating those principles into effective practice.

Whilst people tell us that they appreciate the work of individual staff involved in the Safeguarding process, they also tell us that they tend to feel 'driven through' a process. At best they are involved rather than in control, at worst they are lucky if they are kept informed about what professionals are doing. What councils have monitored as outputs have tended to centre on decisions about whether abuse was substantiated or not and what was done as a result: often additional services or monitoring.

MSP aims to facilitate a shift in emphasis in safeguarding from undertaking a process to a commitment to improving outcomes alongside people experiencing abuse or neglect. The key focus is on developing a real understanding of what people wish to achieve, agreeing, negotiating and recording their desired outcomes, working out with them (and their representatives or advocates if they lack capacity) how best those outcomes might be realised and then seeing, at the end, the extent to which desired outcomes have been realised.

Adopting MSP does facilitate the development of quantitative and qualitative measures that enable practitioners, teams and Safeguarding Adults Boards to start to see how effective they are. However it is fundamentally about a change of focus and practice away from putting people through a process and towards engaging with them to identify and realise the outcomes they want. It is about using the process to support a conversation or series of conversations, and about adapting the process to most effectively improve those conversations and outcomes.

It is not expected, even in perfect circumstances, that the outcomes people want will be realised 100 per cent of the time. In many instances people want more than one outcome; outcomes can be difficult to reconcile with each other; people develop in their understanding of the situation and the level of risk; negotiation of the different perspectives on outcomes means that initial expressed outcomes change. There are often good reasons why outcomes may be only partially met.

Where will we start and how will we ascertain the impact we are having?

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- **Bronze:** working with people (and their advocates or representatives if they lack capacity) at the beginning to identify the outcomes they want and then looking at the end at the extent to which they are realised.
- **Silver:** the above, plus developing one or more types of responses to safeguarding and/ or recording and aggregating information about responses.
- **Gold:** the above, plus independent evaluation by a research organisation.

Rotherham has initially signed up to commence at Bronze level. Our three neighbouring Authorities (Sheffield, Doncaster and Barnsley) have all signed up to Bronze. The proposal is for Rotherham to engage at Silver level by developing one of the proposed tools/responses to safeguarding.

In order to achieve this it is proposed that a project group be established in order to:

- Re-design policies and procedures to make them person centred
- Developing materials to support practitioners and the people they are working with
- Develop recording mechanisms
- Review how advocacy is made available
- Develop, brief on and implement one or more of the approaches approaches to support people to resolve their circumstances 'Making Safeguarding Personal: A Toolkit for Responses' gives examples of these as:
 - 1 Empowering people – personalised information and advices
 - 2 Building confidence, assertiveness, self-esteem and respect
 - 3 Supported decision making
 - 4 Peer support
 - 5 Dealing with risk and problems when employing personal assistants.
 - 6 Family group conferences
 - 7 Therapeutic and counselling support
 - 8 Brief interventions
 - 9 Advocacy
 - 10 Mediation and conflict resolution
 - 11 Support for people who have caused harm
 - 12 Restorative justice

8 Finance

There is an acknowledgement that MSP will be time and resource intensive, however, it is envisaged that silver level can be achieved within current establishment and available resources.

9 Risks and Uncertainties

- How we will record and evaluate peoples experience of safeguarding.
- Setting up a system/s and approaches to collecting and collating a range of information (capable of being used by the Safeguarding Adults Board).
- How we use MSP for monitoring and evidencing improvement in safeguarding adults.
- Balancing MSP with Performance Management Framework

Each of the above requires different skills, tools, quality assurance and other mechanisms to make them work. We will need to consider our approach to this. We will also need to consider the extent of change that will be needed to make in order to affect MSP based on current practice.

Failure to adopt this approach and embed systematic appreciation of the outcomes that people desire will mean that the council will be unable fully to implement the Care Act 2014 from 01.04.2015.

10 Policy and Performance Agenda Implications

Corporate Priority 2 - Protecting our most vulnerable people and enabling them to maximise their independence.

Corporate Priority 4 - All areas of Rotherham are safe, clean and well maintained.

NAS Service Plan 2013-14.

Vulnerable people are protected from abuse, ASB and crime is reduced and People feel safe where they live.

People in need of support and care get help earlier and have more choice and control to help them live at home (CP2, CP3).

11 Background Papers and Consultation

There are four key documents associated with this summary:

- Executive summary
- Guide to Making Safeguarding Personal
- Case studies
- Selection of tools used by participating councils

These are available on the safeguarding adult's pages on the LGA website:

http://www.local.gov.uk/adult-social-care/-/journal_content/56/10180/3877757/ARTICLE

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