Making Safeguarding Personal 2017/18

London regional MSP temperature check and national MSP resources – embedding across the system

Jane Lawson

What will you prioritise?

Consider case studies

What aspects of Making Safeguarding Personal might help?

What do you already have in place that helps?

What needs to be put in place?

- Leadership
- Supporting and developing the workforce
- Early intervention, prevention and engaging with people
- Engaging across organisations in Making Safeguarding Personal and measuring outcomes

Key recommendations from the London region temperature check

Leadership and organisational commitment

- Establish core principles as central to safeguarding; in particular ensuring outcome measures focus on wellbeing as well as safety
- Connect MSP into all subgroup activity recognising the breadth of safeguarding including prevention
- Check out that commitment at Board level translates into front line practice through seeking examples in SAAF feedback
- Connect with individuals' and their 'stories' at all levels
- Encourage *and respond to* feedback from staff and people who may need safeguarding support
- Workplace values support workforce development

Boards involving service users

- Support engagement with the community. Develop ability to recognise/ respond to abuse/neglect; involve people in developing safeguarding

- Have regard to research evidence as to how to make this engagement effective in developing safeguarding support, and worthwhile for all concerned. (use forthcoming resource for SABs; LGA/ADASS)

- Safeguarding Adult Reviews (SARs) and other review processes engage with people in receipt of support and services and/or their families.

- Take account of the Care and Support Statutory Guidance (Department of Health, 2017, Paragraphs 139; 153-4) requirements regarding engagement with people and communities.

Multi agency engagement

- Harness joint commitment across London region; joining up networks across the region

- Use forthcoming resources to support understanding of MSP in and across sectors

- Particular support alongside providers and commissioners as indicated in the regional temperature check

- All organisations asking about outcomes when safeguarding issues are raised (Kingston example)

Prevention

- Underline the relevance of MSP in prevention and early intervention
- A focus on addressing wellbeing to impact on safety; resilience; prevention
- Recognise the links between engagement and prevention/early intervention; enhance awareness and capability in communities; support engagement with the community, developing capability in communities to recognise and respond to abuse
- Focus on supporting capacity in voluntary/community sectors to support prevention
- See improving care quality as integral to safeguarding prevention agenda; recognise the role of MSP within this 'people and organisations working together to prevent and stop *both the risks and experience* of abuse or neglect'

Workforce development and support

- Workforce strategies supported by workplace values and priorities (seek assurance across organisations using SAAF)

- Organisational commitment and support to positive and person centred approaches to working with risk. (Link in to best practice examples to progress this)

- Developing & sharing methodologies that get alongside staff for support and development (eg Newham and Barnet)

- Joining up networks across the region and across sectors

- Capitalise on appetite to confront the most challenging aspects of this (risk; MCA; advocacy; people who are resistant to engage) ...join up regionally and sub regionally

Measuring outcomes and the difference MSP makes for people

- Complete the voluntary return

- Facilitate multiagency case file audits ... Emphasis on qualitative information across London. Share methodologies

- Take note of information and feedback. Make sure it makes a difference

- All organisations ask about outcomes from the beginning (Kingston methodology)

- Develop a picture pre S 42 enquiries... How far is prevention & early intervention working? (eg Newham/Harrow)

What would I prioritise?

- Bring principles 'centre stage'. Support staff balance these (advocacy?)
- Develop understanding of why/how partnership working is central to MSP
- Support and empower staff, ensuring connection of workplace/ workforce development
- Develop/seek assurance: positive/person centred approaches to working with risk
- Case file audit designed to understand the extent of MSP (combine L&D/QA)
- Collaborate on L&D across sectors/region/sub region on key challenges
- Senior managers and Boards engage directly with people, communities and staff hearing 'stories' (inc. through SARs or case studies); they respond to this.
- Boards involve service users
- An MSP approach supports prevention/early intervention. Connect the two
- Measuring: qualitative; pre S42; all partners ask about outcomes; wellbeing focus

- **Leading Making Safeguarding Personal**
  - Bring principles 'centre stage'
  - Senior managers / Boards connect with people and staff
  - Responsiveness to messages from staff, service users, QA processes
- **Supporting and developing the workforce**
  - Collaborate on L&D across sectors/region/sub region on key challenges
  - Develop positive, person centred approaches to risk. Organisational values support this

- **Early intervention, prevention and engaging with people**
  - Connect MSP into the prevention agenda / strategy. Identify priorities
  - Senior managers and Boards engage directly with people, communities and staff, hearing 'stories' (inc. through SARs or case studies); they respond to this in developing practice. Boards involve service users
- **Engaging across organisations in Making Safeguarding Personal and measuring outcomes**
  - Develop understanding of why/how partnership working is central to MSP. Enhance this using MSP resources; check it out in case file audit
  - Design a case file audit tool/methodology to support staff development & MSP
  - Measuring: qualitative; pre S42; all partners ask about outcomes; wellbeing focus

Key issues; SCR in respect of Mrs ZZ, Camden, 2015

- the lack of attempts to engage with ZZ;
- the failure to engage relevant specialists to address the risks presented for ZZ;
- the lack of respectful challenge and persistence in supporting ZZ's understanding of the risks;
- the care management model that closed this case except for annual review when what was required was persistence and continuity;
- the need for adequate support and supervision of staff working in and managing such challenging situations;
- Need to develop legal literacy and especially understanding the requirements of the Mental Capacity Act and the balance between choice and safety.

Some issues: financial abuse situation

- Making Safeguarding Personal is not just about engaging with people and acting in accordance with their wishes – it is also about prevention ...empowering people with information so that they can understand risk and protect themselves from future abuse

- It is about building a picture of the individual and their circumstances and understanding what motivates them, through multiagency cooperation and then using this to find a solution that is possible in the circumstances

- It is about organisational leadership and culture allowing flexible responses. The 'right thing' in individual circumstances

- It is about understanding the range of options for intervening, including legal options; employing a range of skills

- Putting into practice principles (MCA and safeguarding adults)

Your support in taking MSP forward?

What are the issues/challenges from your perspective?

- What is important to development of MSP?

- What are the most significant challenges?

- In which aspects/areas would you find support helpful in developing MSP?

Development of support for practitioners includes ...

Identify and share best practice examples of:

- Risk guidance / protocols (share and identify core aspects)

- Case file audit tools

- Methodologies for developing and supporting staff in MSP (eg supervision; reflection; live case file audit; focus groups)

- Making the links: MCA within MSP

- Leaflets, easy read resources, press releases (specifically MSP)

Produce **case studies** resource to include highlighting best practice including in: working with risk; addressing social isolation; advocacy; engagement of partner organisations in MSP ...

If you have developed any of these aspects...

Please share these by contacting Jane Lawson;
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We want to hear what the issues and challenges are for you