

Gloucestershire Safeguarding Adults Board (GSAB)

Strategic Plan 2022/25

GSAB Business Plan 2024/25 Updates

Strategic Plan PRIORITY 1 - To increase awareness and understanding of Adult Safeguarding among professionals and the public in Gloucestershire

Goal	Evidence
1.1 We will provide information to improve and increase public awareness of what constitutes abuse or neglect.	<ul style="list-style-type: none">Resources are regularly added to the GSAB website Information Zone which has been created for professionals and the public. It contains case studies, information on how to raise a concern and the different types of abuse. It will continue to be updated on a regular basis.The quarterly GSAB Newsletter contains information on keeping safe and signposting to other agencies and VCS organisations. This is sent to 3,500 professionals in the county (including VCS organisations).Annually GSAB hold Roadshows across the county, which focus on a specific theme (in the past these have included Self Neglect, Domestic Abuse and the role of the VCS). These are held in the Spring. They have been held both face to face and virtually.In 2023 all sessions were aimed at the public, with the NHS Information Bus touring the county, visiting a variety of locations. Information was provided to the public on the different types of abuse and how to report it. Questionnaires were produced to gain an understanding of the public's knowledge of adult safeguarding; 226 were completed.

	<ul style="list-style-type: none"> • The GSAB stand, which contains information and handouts on adult safeguarding and keeping safe, goes to various events including the Annual Big Health and Wellbeing Day, the Carers Annual Event and the Gloucestershire Constabulary Open Day (all public events). • The Gloucestershire Fire and Rescue Service (GFRS) conduct Safe and Well Checks on individual's homes, as part of this they raise safeguarding concerns and signpost to other agencies. The Fire Service has reviewed its process to ensure that outward referrals meet the GCC Safeguarding Adults criteria and to signpost to more relevant agencies where appropriate. • When undertaking section 42 enquiries, a leaflet and/or an easy read booklet about what keeping safe means and how to report a concern has been provided to GCC Adult Social Care teams, to give to individuals.
1.2 We will increase public awareness of how to report safeguarding concerns, making safeguarding everybody's business.	<ul style="list-style-type: none"> • Publicity materials signpost members of the public so they know how to report concerns. • Resources are regularly added to the GSAB website Information Zone which has been created for professionals and the public. It contains case studies, information on how to raise a concern and the different types of abuse. It will continue to be updated on a regular basis. • The quarterly GSAB Newsletter contains information on keeping safe and signposts to other agencies and VCS organisations. This is sent to 3,500 professionals in the county (including VCS organisations). • Annually GSAB hold Roadshows across the county, which focus on a specific theme (in the past these have included Self Neglect, Domestic Abuse and the role of the VCS). These are held in the Spring. They have been held both face to face and virtually. • In 2023 all sessions were aimed at the public, with the NHS Information Bus touring the county, visiting a variety of locations. Information was provided to the public on the different types of abuse and how to report it. Questionnaires were produced to gain an understanding of the public's knowledge of adult safeguarding; 226 were completed. • The GSAB stand, which contains information and handouts on adult safeguarding and keeping safe, goes to various events including the Annual Big Health and Wellbeing Day, the Carers Annual Event and the Gloucestershire Constabulary Open Day (all public events).

	<ul style="list-style-type: none"> The Gloucestershire Fire and Rescue Service (GFRS) conduct Safe and Well Checks on individual's homes, as part of this they raise safeguarding concerns and signpost to other agencies. At community engagement events, the Fire Service provide information on raising safeguarding concerns and offer advice booklets that include information about what constitutes abuse. When undertaking section 42 enquiries, a leaflet and/or an easy read booklet about what keeping safe means and how to report a concern has been provided to GCC Adult Social Care teams, to give to individuals.
1.3 Board members understand their role, partners role and the SAB role in the prevention of abuse or neglect.	<ul style="list-style-type: none"> GSAB receive regular updates in respect of national and regional developments relating to the SAB. Learning from other SABs is adopted in Gloucestershire. GSAB members are engaged and consulted in the development of the three-year Strategic Plan and in establishing its priorities. GSAB holds an annual face to face Board CPD Event. The Independent Chair and Board Manager are members of the South West Regional Chairs Group and Board Managers Group, respectively. Key issues and developments from both Regional and National meetings are shared with the GSAB through the Quarterly Board meetings. Learning from other Boards SARs is also shared through the Board and/or SAR Sub Group, as appropriate. From September 2023 onwards, on a quarterly basis, statutory partners complete a Highlight Report for the Board, detailing their work in the last quarter and providing an update on their Orange and Reds for the GSAB Self-Assessment Audit. This provides assurance and also other Board members with a better understanding of the role and work of their partners. The GSAB Board Member Induction Pack provides useful information for new Board members, on the role of the Board and partner agencies. At the September 2024 Board meeting, statutory partners provided assurance on adult safeguarding within their organisations.
1.4 There will be appropriate membership and representation at the GSAB and sub groups to support the work of the Board.	<ul style="list-style-type: none"> Representation from Providers and VCS are recruited to the Board, as deemed necessary.

	<ul style="list-style-type: none"> Attendance at all GSAB related meetings is monitored on an ongoing basis. If issues arise regarding attendance, they are escalated by Sub Group Chairs to the Business Planning Group for resolution and ultimately to the Independent Chair of the GSAB. Sub Group Chairs undertake an annual review of the Terms of Reference and membership to ensure that there is appropriate representation at each meeting. GSAB attendance and representation is reviewed on an ongoing basis. Between July and September 2023, a GSAB Assurance Exercise was conducted, this included appropriate membership, representation and attendance at GSAB and GSAB Sub Group meetings.
1.5 Improve synergy and collaborative working with wider strategic partnerships in Gloucestershire.	<ul style="list-style-type: none"> The Independent Chair of the GSAB maintains a close working relationship with a number of wider partnerships in Gloucestershire, sitting on the MAPPA Strategic Management Board, the Learning Disabilities and Autism Clinical Programme Group, the Learning Disabilities and Autism Partnership Board, the Mental Health Partnership Board, the LeDeR Steering Group, the Dementia Steering Group, Safer Gloucestershire and the Health and Wellbeing Board. He attends regular meetings with the Independent Scrutineer for the Children's Partnership and meets with the DASS quarterly and GCC Chief Executive half-yearly. Chairs of other Strategic Boards are invited to the GSABs regularly to provide updates, for assurance purposes. At the November 2024 and February 2025 Board meetings, the Chair's from other Partnership Boards were invited to provide an update on the work of their group and its links with adult safeguarding.

Strategic Plan PRIORITY 2 - Prevention and Responding to Reports of Abuse and Neglect

2.1 We will continue to develop a person-centred response to safeguarding adults through Making Safeguarding Personal (MSP).	<ul style="list-style-type: none"> GSAB conduct an annual (previously bi-annual) Self-Assessment Audit which statutory partner agencies complete. Each question is RAG rated and following submission, an exercise is conducted to provide assurance on the scores partner agencies provide. This
--	--

	<p>includes MSP and seeking reassurance that agencies continue to deliver an MSP approach, when engaging with individuals. The 2025 audit is currently underway.</p> <ul style="list-style-type: none"> From September 2023 onwards, on a quarterly basis, statutory partners complete a Highlight Report for the Board, this includes an update on their Orange and Reds for the GSAB Self-Assessment Audit. A new report has been produced providing monthly data on MSP from the GCC Liquid Logic IT system. This is scrutinised on a monthly basis at the GSAB Performance and Data Review sub group meeting. GSAB offer adult safeguarding training at various levels, all of which provide clear, accessible, and good quality information for professionals and the VCS, including the importance of MSP. GCC Adult Social Care audits look at key themes and issues and the quality of work of the allocated worker. The voice of the individual is included in this process. MEAM will help to promote a trauma informed approach and encourage a culture change amongst partner organisations. Gloucestershire Fire and Rescue Service has adopted a person-centred framework for prevention activity that looks for the personal, behavioural and home factors that can help keep people safe.
2.2 We will listen to the voice of adults who have experienced abuse or neglect and will facilitate sharing user experience to inform our improvement and practice.	<ul style="list-style-type: none"> Case studies and good practice examples are shared. Examples of case studies have been added onto the GSAB website Information Zone and these will continue to be added to. They are also included in the GSAB Annual Report. An additional question has been added onto the GCC Liquid Logic IT system, to ask if individuals would be happy to provide feedback on their adult safeguarding experience. Further experience is being gathered through the GCC Adult Social Care Audits. The new GSAB Support Officer (starting in March 2025) will lead on communications and gaining the views of members of the public and those with lived experience.
2.3 GSAB will support the recovery agenda to ensure safeguarding adults at risk remains a priority in Gloucestershire.	<ul style="list-style-type: none"> This is now business as usual; monitoring stopped when testing stopped. The ICB receives a regular update on the number of people in hospital with Covid-19. The virus is still evolving and is accepted as more of a cold now in most cases. The Covid-19 vaccination programme continues for specific groups.

<p>2.4 We will seek assurance there is a comprehensive understanding and appropriate application of the Mental Capacity Act (MCA).</p>	<ul style="list-style-type: none"> Gloucestershire Fire and Rescue Service has added MCA awareness training to the development pathway for named staff who need to understand the application of the Mental Capacity Act for their role.
<p>2.5 GSAB will have effective multi-agency policy and guidance in place.</p>	<ul style="list-style-type: none"> GSAB has a multi-agency Policy and Procedures sub group which meets quarterly and an extensive range of GSAB policies and procedures have been produced and are identified in a Policy Library. These are reviewed and updated on a two-yearly rolling programme. All of the documents are available on the GSAB website and this includes the comprehensive Policy and Procedures guidance for the Safeguarding of Adults at Risk, available to all professionals. This is regularly reviewed. The up-to-date Policy and Procedures guidance for the Safeguarding of Adults at Risk is trained in all GSAB Safeguarding Training (Levels 1-3).
<p>2.6 GSAB will support having effective transitioning arrangements in place for those children who require adult services owing to ongoing care and support needs.</p>	<ul style="list-style-type: none"> Gloucestershire's Joint Health, Social Care and Education Preparing for Adulthood Strategy has been produced and is being promoted. It is available on the GSAB website. Meetings have taken place with the GCC Head of Safeguarding Adults, Head of Service, GCC 11-25 Permanency Service, Service Manager, GCC Independent Reviewing Service and GCC Adult Social Care to look at individual transitions cases. Many do not meet the criteria for Adult Social Care but have high support needs and are very high risk. These meetings have helped to increase awareness in Children's Social Care about what support Adult Social Care are able to provide. The Transitions Operational Group, which was originally established to discuss disabled children, has just been expanded to include those who are care experienced, with complex emotional needs. Meetings are going to be held monthly.
<p>2.7 GSAB will continue to seek assurance that the risk posed by Hoarding is minimized in Gloucestershire.</p>	<ul style="list-style-type: none"> A Hoarding Forum funded by the Fire Service has been established in the county to provide support to professionals and the public. The Forum is expanding to cover all areas of the county. Hoarding has been added as a standing agenda item to the Fire Safety Development Sub Group. The commitment of housing partners to the Fire Safety Development Sub Group has improved multi-agency engagement and communication to address hoarding cases.

	<ul style="list-style-type: none"> The updated GSAB Self-Neglect Guidance is being co-produced with charity Hoarding UK and members of the local Hoarding Forum.
--	---

Strategic Plan PRIORITY 3 - Learning and Continuous Improvement

<p>3.1 Promote a culture of continuous learning and improvement across the safeguarding partnership.</p>	<ul style="list-style-type: none"> Access to relevant e-learning is available, promoted and evaluated. Case studies are shared and promoted where appropriate to highlight good practice standards across the partnership. Learning, including from SARs, is shared across the partnership and wider agencies. A new Workforce Development Strategy is published annually which reflects virtual, face to face and hybrid methods for delivery. GSAB has a team of around 60 Train the Trainers who are provided with the necessary skills-based training to deliver the GSAB Training. The annual GSAB Trainers CPD event was held in September and included a session on 'Sharing best practice'. This enabled trainers to discuss any challenges identified when delivering the Safeguarding training. It provided an opportunity to share examples, tips and ideas on how to overcome any challenges currently faced when delivering virtual or face to face sessions. Opportunities have been identified to share training sessions on a reciprocal basis across the partnership where relevant. The GSAB website Information Zone contains useful information for staff across the partnership. This multi-agency focused area includes case studies and resources. These can be utilised in training sessions, team meetings, and even in supervision to ensure Safeguarding is continuously promoted. The National SAR Quality Markers have been adopted and benchmarking has been undertaken against the learning from the National SAR Analysis. A comprehensive action plan has been developed to ensure the recommendations are implemented.
<p>3.2 We will seek assurance that partners implement recommendations and learning identified in Safeguarding Adult Reviews.</p>	<ul style="list-style-type: none"> SAR action plans and responses to recommendations are supported by evidence from partner agencies. Relevant agencies and partners are required to provide updates to the SAR Sub Group

	<p>(who monitor SAR Action Plans on behalf of the GSAB) to assure that lessons have been learnt. Once an Action Plan is complete it is sent to the GSAB Business Planning Group for final sign off.</p> <ul style="list-style-type: none"> • The multi-agency Audit Sub Group undertakes regular audits and looks for reassurance that lessons from SARs have been learnt and that learning is embedded in future practice. Learning on a Page is produced for each audit undertaken. • The GSAB Annual (previously bi-annual) Self-Assessment Audit which statutory partner agencies complete, also seeks assurance that the lessons from SARs have been learnt and that learning is embedded in future practice.
<p>3.3 GSAB will adopt learning from other SABs and national reviews to improve as a partnership ensuring we meet statutory requirements.</p>	<ul style="list-style-type: none"> • GSAB work closely with national and regional partners to identify potential learning. • The Independent Chair and Board Manager are members of the National and South West Regional Chairs Group and Board Managers Group, respectively. They work closely with Regional and National partners to identify potential learning. The Independent Chair of the GSAB took on the role of the regional chair in January 2023. • There is now a Protocol in place to enable local SARs to be shared with regional colleagues, and also relevant learning to be escalated to the National Chairs Group and to Government Departments. • A Thematic Statutory Review has been undertaken looking at 30 reviews in total, (10 SARs, 10 DHRs and 10 Children's Reviews). The themes and recommendations were compared for trends across the different reviews.
<p>3.4 The GSAB will seek to help Gloucestershire establish a clear and inclusive pathway for Individuals who lead complex lives owing to their health (including alcohol and substance misuse, and through exploitation) and social care needs (including homelessness) in order to achieve better outcomes and keep them safe.</p>	<ul style="list-style-type: none"> • The GSAB Policy and Procedure Sub Group has produced a comprehensive Policy and Procedures document for the safeguarding of Adults at Risk, available to all professionals. This is available on the GSAB website. • A Multi-Agency Risk Management (MARM) Framework has been produced. This is designed to provide guidance to professionals on managing cases relating to adults where there is a high level of risk. The framework focuses on prevention and early intervention, for professionals who are often responding to chronic or entrenched behaviours, as part of their day-to-day work. Several cases have been piloted through the MARM process to test how it works. It is planned to have the MARM Co-ordinator in post during 2025; they will sit within the GCC Safeguarding Adults Team.

- Gloucestershire was selected as one of ten new areas joining the MEAM Network in September 2024. Making Every Adult Matter (MEAM) is a coalition of national charities, including Clinks, Homeless Link, Mind and Collective Voice. The MEAM Network supports local areas to transform services and systems to improve the lives of individuals facing multiple disadvantage. A MEAM Co-ordinator is currently being recruited and will also sit in the GCC Safeguarding Adults Team.