



Bolton Safeguarding Adults Vision & Strategic Plan 2015 -2018

1. Introduction

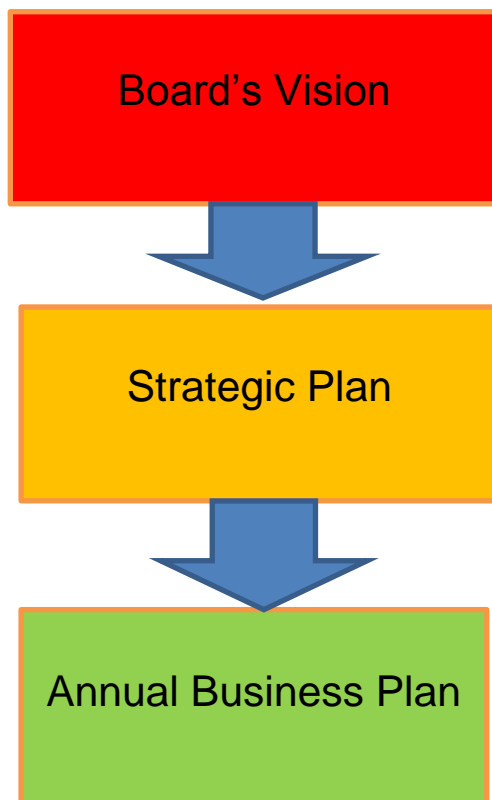
Bolton's Safeguarding Adults Partnership is a statutory function under the Care Act 2014. It is made up of statutory and non-statutory partners working together, with a shared vision, to safeguard adults from abuse and to protect the rights of citizens under the Mental Capacity Act. The work of the Partnership is led by Bolton's Safeguarding Adults Board and is undertaken by a number of sub-groups on behalf of the Board.

This document sets out the Board's Vision and its 3 year Strategic Plan towards realising that vision. Each provides direction and continuity to the Annual Business Plan, ensuring that the achievements of the Board are built upon each year and actions are focused on the Board's overall priorities and objectives.

Practice within adult safeguarding is continually evolving as a result of both local and national developments in policy, legislation, safeguarding adult reviews and inquiries. Any identified actions will be incorporated into the Board's Business Plan which will be reviewed annually.

This report includes:

- **Bolton's Safeguarding Adults Board's Vision.**
- **3 year Strategic Plan.**
- **2015-2016 Annual Business Plan.**



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1. Our Vision – Bolton Safeguarding Adults Board

The Board's vision sets out the overarching aims for the partnership;

People should be able to live a life free from harm, abuse and exploitation.

The Board's statement of purpose that underpins this vision is to:

To help and protect adults who have needs for care and support, who are experiencing or are at risk of abuse or neglect and as a result of their needs are unable to protect themselves from abuse or neglect. This is whether or not the adult is having their needs met or they meet the local authority's eligibility criteria for care and support services.

The core purpose of the Board is to protect adults who are vulnerable, but to also have a key responsibility to promote the wider agendas of safeguarding and prevention through ensuring safeguarding is everybody's responsibility in our organisations and communities. To achieve this we need a co-ordinated and timely response to reports of abuse and we also need to create a community where abuse is not tolerated and people speak out.

The Board has endeavoured to work to the following strategic principles in all its developments to achieve the vision and adhere to its statement of purpose;

- **Principle 1 - Empowerment** – taking a person-centred approach, whereby users feel involved and informed, and their consent is sought when making decisions and actions to safeguard.
- **Principle 2 - Protection** – it is everybody's responsibility to act upon suspicions of abuse to ensure that adults at risk are afforded protection in law.
- **Principle 3- Prevention** – it is better to take action before harm occurs and prevention should be the primary goal. Everyone has a role from organisations to members of the public and communities.
- **Principle 4 - Proportionality** – ensuring outcomes are appropriate for the individual and responses to allegations of abuse are proportionate to the risk and nature of allegation.
- **Principle 5 - Partnership** – agencies and communities should work together to respond effectively and share information appropriately ensuring the individual is involved.
- **Principle 6 - Accountability** – all agencies have a clear role and should be transparent and accountable for decisions that are made.

2. Strategic Plan

The Board shall be known as Bolton Safeguarding Adults Board and will operate as an executive board of statutory and non-statutory partners, hereafter known as the BSAB or the Board. To carry out its responsibilities effectively the Board shall be composed of senior officers nominated by each member agency. Members should have the necessary authority to commit their organisation and its finances to the work of the Board.

Members of the Executive Safeguarding Group (formally Operations Board) will be asked to undertake more operational duties in line with strategic decisions made at the Board. This group will report to the Board and support the work of the multiagency subgroups.

The Board has developed 7 work streams to carry forward Bolton's Vision and Strategic Principles.

The work streams are:

- Governance, Leadership and Partnership
- Quality Assurance and Performance
- Workforce Development
- Early intervention and prevention
- Mental Capacity
- Learning Lessons
- Communication and Community Engagement

These work streams are delivered through subgroups and have a diverse multi-agency representation. Some task and finish groups will be developed outside of these subgroups to address specific areas of work/development.

3. Governance, Leadership and Partnership

The strategic objective of this task and finish group:

- Effective working relationships between members of the Board need to be sustained and developed, ensuring appropriate representation, membership and links to wider networks/Boards are embedded.
- A clear governance structure that is Care Act 2014 compliant.
- All policies and procedures are up to date and compliant with the relevant legislation and guidance.
- Strategic links and key shared work streams have been identified and included as relevant to the Board Business Plan. For example, shared agendas relating to:
 1. Bolton's Children's Safeguarding Board.
 2. Bolton's Community Safety Partnership.
 3. Health and Wellbeing Board.
- There are a range of policy, procedures and guidance in place that provides a framework within which organisations can work together effectively to respond to abuse and neglect, and reflects developments in national guidance and legislation, as well as national/regional/local learning, and new approaches to safeguarding. For example - Making Safeguarding Personal.

Where are we now?

Senior representatives of partner agencies actively contribute to the Board which is overseen by the Director of Children's and Adult Services. The Board has a three year Strategic Plan, a detailed Annual Business Plan, Annual Reports, and a series of sub-groups tasked with taking forward the various work streams of the Board.

There is positive and widespread engagement across statutory and non-statutory organisations with the Board, supported by an Annual Board Development Day. There is, however, an identified need to further explore the development of integrated and joint working agendas.

Governance, Leadership and Partnership will endeavour to ensure through the Annual Business Plan and other governance arrangements that the governance, leadership and partnerships aims are kept under continuous review, ensuring that Board is working effectively towards achieving its Vision, Strategic Aims and Objectives. Annually, this includes:

- Reviewing the constitution, membership, joint working and engagement of member organisations within the Board and its various sub-groups, to ensure the Board's Vision and Strategic Plan can be realised.
- Reviewing the Board governance arrangements in accordance with any published guidance or legislation
- Reviewing Board achievements against the Business Plan.
- Support the Executive Safeguarding Group to develop a new Business Plan each year, taking into account emerging priorities and the Strategic Plan.
- Reviewing whether additional expertise, representation or links are required in order to facilitate the Board's Business Plan and effective safeguarding practice.
- Support the Board to undertake a self-assessment against the ADASS principles.
- Produce the Board's Annual Report.

4. Quality Assurance and Performance Sub-group

The strategic objectives of this sub-group:

- We will know if we are making a difference.
- We will be confident that our response to safeguarding is effective and consistent.
- Measures and processes effectively capture the outcomes of safeguarding adults work in Bolton (such as improved levels of safety, improved sense of wellbeing, reduced levels of risk, successful achievement of outcomes desired by adults at risk).
- There is consistent recording and reporting of safeguarding information across partner organisations in Bolton, enabling the sharing of intelligence at both a strategic and operational level.

Where we are now?

The sub-group has been looking at new ways of capturing information about the quality of the safeguarding process. A pilot project to capture service user outcomes - Making

Safeguarding Personal - has been completed. The project tested a new way of working which places the service user's outcomes at the heart of the safeguarding process. Once evaluated, it is planned to roll out and embed this practice in the safeguarding adult process across agencies.

A Safeguarding Investigation Audit Tool has been developed and tested. The information obtained through audits will give the Board a greater understanding of how effective and consistent we are at responding to safeguarding concerns. The information will allow the Board and partner organisations to identify training requirements for practitioners where practice needs to be improved and how to move towards peer audits.

Quarterly Performance Reports have been made available to the Board which highlight safeguarding activity, trends and concerns. These will be improved further to ensure the information is useful in informing the Board about what is happening and where the partnerships priorities should be focussed.

The Quality Assurance and Performance sub-group responsibilities are to:

- Develop and implement a strategy to measure and improve the quality and performance of safeguarding activity in the Borough.
- Effectively capture the outcomes of safeguarding adults work in Bolton, such as improved levels of safety, improved sense of well-being, reduced levels of risk and successful achievement of outcomes desired by adults at risk.
- Define meaningful quantitative and qualitative measures to evaluate the quality of our response to safeguarding, evaluate impact of safeguarding activity and track improvement.
- Develop performance reporting systems including a dashboard of key performance information for the Board
- Create a safeguarding intelligence report which pulls together information from a number of sources together with analysis, key findings and recommendations.
- Analyse all safeguarding information and identify key themes, areas of risk and opportunities for the Board.
- Review local intelligence to identify risk areas and areas for improvement.
- Establish ways of obtaining customer experience and ensuring the customer experience is central to the Board's work to develop standards, processes and policies.
- Establish safeguarding standards and the means for measuring.
- Develop a policy on Safeguarding Thresholds to support partner agencies with decision making around when to make a safeguarding referral.
- Ensure that there is consistent recording and reporting of safeguarding information across partner organisations in Bolton, enabling sharing of intelligence at both strategic and operational level.
- The group's plan includes developing the work of the new Multi-Agency Safeguarding Intelligence Forum which aims to share intelligence regarding issues of concern within provider agencies and agree an approach to address any concerns identified.

The Quality Assurance sub-group includes senior representatives from partner organisations; and, are supported by other individuals and organisations if the need is identified.

5. Workforce Development Sub-group

The strategic objectives of this sub-group:

- We will have a skilled, knowledgeable and confident workforce.
- Robust multiagency training is available to agencies.
- The workforce development plan incorporates local/regional and national policy, procedures and learning, and meets the needs of stakeholders involved in the safeguarding process.

Where we are now?

The Workforce Development Sub-group has continued to make available a variety of multi-agency training courses over the past 12 months as part of a rolling programme. This programme of training has been developed to respond to identified need within Adult Social Care and partner agencies within Bolton. In addition to this, support has been offered to some partner agencies like Bolton College and Bolton at Home so that they are now in a position to use their own staff to provide low level training provision within their own organisations.

The Workforce Development plan is reviewed every two years. Course programmes are added to or adapted regularly according to developments in policy, procedures and guidance, identified needs and feedback from course participants. Individual member organisation training programmes reflect agreed course content to ensure consistency of provision. The introduction of Bolton's Safeguarding Policy and Procedures on 10 February 2015 requires course materials to be updated. Also following the implementation of the Care Act 2014 on 1 April 2015 course material will need to be reviewed and updated.

The Workforce Development Sub-group's responsibilities are:

- To ensure there is a programme of safeguarding multi-agency training available for all levels of staff so that they understand and are confident in their roles and responsibilities.
- To ensure there is a range of specialist training to support key roles and processes and in response to lessons learned, serious case reviews and new legislation.
- To deliver the annual safeguarding conference.
- To commission a multi-agency training programme calendar.
- Following the audit being undertaken by the MCA Sub-group identify what Mental Capacity Training (MCA) training needs to be developed and to whom.
- To ensure all training being provided within the Borough of Bolton is delivering consistent messages to the staff groups and is Care Act 2014 compliant.
- To develop a new training programme to incorporate new legislation from the Care Act 2014 and the new safeguarding procedures.

The Workforce Development Sub-group includes senior representatives from partner organisations and is supported by other individuals and organisations if the need is identified.

6. Early Intervention and Prevention Sub-group

The strategic objectives of this subgroup:

- People will know how to recognise abuse and what to do about it.
- Organisations in Bolton will reduce the risk of abuse, by helping people live independently and safely in their own homes and in touch with others.
- Improving early Intervention and Prevention in Bolton.
- Referrals – People do not fall through the net and are not passed from pillar to post between safeguarding, personalisation, community safety and community support services.

Where we are now?

This subgroup has a very committed membership. It represents a good range of organisations in Bolton who are keen to prevent adults at risk becoming a safeguarding concern. However given the broad remit of the sub-group at times it has been difficult to identify clear objectives.

More recently the sub-group has supported the development of a new thresholds policy and similarly will be supporting the work of the development of a policy around self-neglect.

A task and finish group identified from the membership of this subgroup have been involved in evaluating the Multi-Agency Panel – Safeguarding Adults (MAP-SA). This panel has been running for a number of years and it was agreed that the work of the panel needed to be evaluated to determine its effectiveness and to make a decision as to whether or not the panel should continue in its current form if the criteria/process needs to be changed.

The Early Intervention and Prevention Sub-group responsibilities are:

- Review MAP-SA and consider re-launch.
- Develop partnerships and improve communications to develop consistent and improved approach to Safeguarding in Bolton.
- Develop a Prevention Strategy.
- Ensure community safety pathways are understood within safeguarding and used effectively e.g. domestic abuse, anti-social behaviour.
- Work with vulnerable/voluntary groups to improve community safety.
- Will support partner agencies to undertake and initiatives to prevent adult safeguarding.
- Support partner agencies to deal more effectively with homeless issues in Bolton.

The Early Intervention and Prevention sub-group includes senior representatives from partner organisations and is supported by other individuals and organisations if the need is identified.

7. Mental Capacity Sub-group

The strategic objectives of this sub-group:

- Where mental capacity cannot be presumed in relation to adults who need care or support services, mental capacity is formally assessed and subsequent decisions are reached in line with the Mental Capacity Act.
- Audit the number of referrals made to Independent Mental Capacity Advocates (IMCA) and ascertain if referrals are appropriate and are always made if required. (Some of this information will be obtained via other systems already being developed, that is individual agency audits and peer audits).
- Deprivation of Liberty Safeguards (DoLS) practice is in line with national requirements.
- The number of people who are assessed as lacking the mental capacity to make decisions about their safety and who have representation in the safeguarding process (from an advocate, friend or family member) is audited and any required improvement plans are implemented.
- A workforce who is fully training in the Mental Capacity Act.

Where we are now?

In line with this new strategy the membership of the sub-group has been reviewed and its terms of reference have been refreshed.

Over the past 12 months there has been some baseline auditing across agencies to ascertain how confident staff feel undertaking Mental Capacity Assessments in their everyday practice. This has included benchmarking current activity with partner organisations around the MCA training being offered to workers in individual agencies.

The sub-group has been seeking assurance from the partner agencies that Mental Capacity Policies are relevant and up-to-date. This has been confirmed for Greater Manchester West Mental Health Trust, Bolton Foundation Trust, Greater Manchester Ambulance Service and the Greater Manchester Fire Service.

The Winterbourne View Strategic Joint Governance Group meets on a monthly basis to oversee the implementation of Bolton's action plan in response to Winterbourne which, since May 2014, has seen a further four Bolton residents discharged from hospital settings outside the borough to community based services.

The Local Authority and CCG, with input from colleagues in Housing, are working in partnership to develop a range of local services which will facilitate a return to the area of those people who remain in out-of-borough services, both hospital and residential.

Bolton Foundation Trust and GMW have an up-to-date Restraint and Restrictive Practice Policy. The policy for Adult Social Care is currently being refreshed.

A briefing paper by a task focused sub-group on Deprivation of Liberty was produced in June 2014 and was circulated through Bolton Council, Bolton Foundation Trust and Greater Manchester West Mental Health Trust.

Ten Mental Health Assessors have been commissioned locally to assist with Deprivation of Liberty authorisations. Three Best Interest Assessors have been appointed within Bolton Council specifically to undertake this work within the Residential and Nursing Homes of Bolton. There are five Best Interest Assessors in the Social Work Teams.

The Mental Capacity Sub-group responsibilities are to:

- Develop a system to evidence compliance with MCA. e.g. Capacity Assessments, Best Interest meetings, IMCA Referrals.
- Revise MCA Multi-Agency policy.
- Develop Restraint Policy.
- To assess current activity of Education and Training of MCA in each organisation and identify training needs for the Workforce sub-group to take forward.
- Ensure delivery of MCA Training across agencies.
- To oversee the process with regard to ensuring that clients in Bolton who may be liable for DoLS is adhered to. This includes keeping up to date with the National Guidance.
- Winterbourne Task and Finish Group.

The Mental Capacity Sub-group includes senior representatives from partner organisation and is supported by other individuals and organisations if the need is identified. The group meets every 6-8 weeks.

8. Lessons Learned Sub-group

The strategic objectives of the sub-group:

- To improve the partnerships response to safeguarding adult cases through learning from Safeguarding Adult Reviews to prevent future abuse or neglect.
- Develop and maintain effective systems to share learning from any Safeguarding Adult Reviews occurring both locally and nationally.
- Develop a culture of learning and improvement across the partnership and with people.

Where we are now?

The sub-group meets regularly, and the membership and terms of reference have been refreshed and agreed. The sub-group has identified a case that did not meet the criteria for a Serious Case Review, benefitted from a multi-agency workshop to consider 'lessons learned' to assist the partnerships strategic approach to self neglect and safeguarding.

The workshop identified key recommendations accepted by the Board in March 2015. This has resulted in the development of an action plan which will now be implemented and overseen by the subgroup to review high risk cases where individuals are non-concordat with care, professionals understanding of Mental Capacity.

In readiness for the Care Act 2014 Bolton's Serious Case Review Policy has been reviewed and has been replaced with a new Safeguarding Adults Policy in April 2015 and referral pathways are under revision. In addition, other key avenues to identify learning from Serious incidents, Intelligence forum, Coroners regulation 28s is being considered to broaden the partnerships ability to have an open culture of continuous improvement and learning.

The Learning Lessons sub-group responsibilities are to:

- Identify and screen referrals for those cases which meet the criteria for a Safeguarding Adult Review.
- Identify those cases where lessons can be learned but which do not meet the criteria for Serious Case Review.
- Identify any themes or trends within the referral cohort to support local learning.
- Consider any themes or issues from National Safeguarding Adult Reviews that may further improve the quality and impact of safeguarding in Bolton.
- Establish a multi-agency sub-group to consider referrals; oversee panels where needed and report on actions.
- Consider linkages with the Quality Assurance Group, other forums to develop continuous learning from cases
- Develop links with Children's Safeguarding Board and the Be Safe partnership in relation to Children's Serious case reviews and Domestic Homicide reviews.
- Developing different models of practice to Learning Lessons.

The Learning Lessons Sub-Group includes senior representatives from partner organisations and is supported by other individuals and organisations if the need is identified.

9. Communication and Community Engagement

The strategic objectives of the task and finish group:

- Develop systems and resources to improve public awareness of the types of abuse and risks of harm presented to adults at risk in the Borough of Bolton.
- Provide detailed information and advice to the public about services/support groups available in the Borough of Bolton
- Adults who have experienced, or are at risk of, abuse and neglect shape and influence the development of safeguarding services.

Where are we now?

This is a new sub-group and is in the process of being developed to be operational in April 2015.

The key activities of this sub-group are to:

- Develop of a communication plan for the Board.
- Improve the Safeguarding Adult Board brand, public information and develop a Bolton Safeguarding Adult Board website.
- Increase public awareness of safeguarding, signs and symptoms.
- Engagement with the voluntary sector, to support them to promote public awareness in relation to access to information and notification of safeguarding.
- To promote the referral route to the public and agencies for safeguarding enquires

Bolton



safeguarding adults

preventing abuse and neglect

APPENDIX 1

Business Plan April 2015-2016

1. Governance, Leadership and Partnership				
Action	By whom	Target timescale	Progress rating	Notes
1.1 Review membership of the Executive and Operation's Board and get members to sign up to the constitution.	Board Manager	By 1 st April 2015		All partner agencies have signed the constitution, except for GMFRS have made a decision not to sign any constitutions for any safeguarding Adult Boards.
1.2 Review membership of all the subgroups and draw up/refresh terms of reference.	Board Manager	May 2015	Completed	This action has been completed.
1.3 Review the Boards' achievements against its Business plan	Board Manager	Sept 2015 Dec 2016 March 2016		This business plan will be reviewed at each Board meeting and any actions out of timescale will be brought to the Board's attention.
1.4 Devise a new Business Plan for 2016-2017	Board Manager	March 2016		This will be developed towards the end of the year as the current business plan has only just started.
1.5 Development of the Board's policies, procedures and guidance to be Care Act compliant.	Board Manager	June 2015	Completed	The Board's policy on Safeguarding Adult Reviews has been refreshed and any new policies developed by the Board will be care act compliant. The new online safeguarding policy was updated to become Care Act compliant on 11 May 2015. Further changes were made to accommodate Making Safeguarding Personal (MSP) in October 2015.
1.6 Development of board policy on self neglect, thresholds, large scale investigations	Board Manager	September 2016		Review of Threshold Policy following legal feedback march 2016. Self-Neglect Policy implementation plan under development – to be implemented by January 2016.
1.7 Produce Annual Report.	Board	October	Completed	Approved in September 2015, available on website.

	Manager	2015		
1.8 Support the Board to undertake a self-assessment against the ADASS principles.	Board Manager	April 2016		Proposal to December Board, full implementation by April 2016.

Progress Rating key:

White	Green	Blue	Amber	Red
Unable to commence; Awaiting other action	Progress towards milestone /timescale on track/or achieved	Milestone achieved	Timescale not met	Milestone delayed by more than 3 board dates

2. Assurance and Performance Sub-group

Action	Target timescale	Progress rating	Notes
2.1 Start collecting and measuring service user outcomes by implementing Making Safeguarding Personal	August 2015	Completed	This was implemented from 1 October 2015 and the first set of data will be available to the Board in March 2015.
2.2 Develop and implement a mechanism for checking multi-agency adoption of the online safeguarding policy	June 2015		The initial part of this process has been implemented. An audit tool has been developed and adult social care and GMW (Safeguarding leads) have been audited in January 2015 and October 2015. Partner agencies regularly give updates with regards to the implementation of the online safeguarding policy in their quarterly highlight reports which are made available to the Board for consideration.
2.3 Identify key indicators of success so we know what's good and how we are doing.	August 2015		A proposal went to the Board in September 2015 identifying what Key Performance Indicators need to be collected. The new format to collect this data will be shared with the Board in December 2015.
2.4 Develop and implement a case peer audit framework across partner agencies	March 2016		Quality assurance framework developed and implemented for safeguarding process, Phase 2 to

			report to multi-agency by March 2016.
2.5 Develop and refine our performance reporting and knowledge creation processes so we have good information on which to make decisions.	December 2015		This work is on-going and each quarter the performance information the Board collects is being reviewed and analysed in order to inform practice. Further work needs to be undertaken to consider how the Board is able to collect data from other agencies i.e. GMW or police data.
2.6 Develop multi-agency intelligence gathering processes so that we know what difference we are making across the partnership	December 2015		The Provider Risk Intelligence Matrix (PRIM) has been developed and is up and running. The Quality Assurance Team add to this matrix daily. How information is shared and collected is under review, which included the frequency of the intelligence forum. To the Board in December 2015.
2.7 Establish and annual "listening" process so that we know the experience of service users	March 2016		A survey is in the process of being developed to assist with this task.
2.8 Develop and test an assessment tool/process to monitor the quality of the Board	March 2016		Linked to action 1.8.

Progress Rating key:

White	Green	Blue	Amber	Red
Unable to commence; Awaiting other action	Progress towards milestone /timescale on track/or achieved	Milestone achieved	Timescale not met	Milestone delayed by more than 3 board dates

3. Workforce Development Sub-group

Action	Target timescale	Progress rating	Notes
3.2 Develop new workforce Development Action Plan 2015 - 2018	April 2015	Completed	This has been completed and is in situ.
3.3 Review all current and future courses currently being provided to staff and make sure that the courses are: <ul style="list-style-type: none"> Care Act compliant Incorporate the new Safeguarding Policy Making Safeguarding Personal MSP 	June 2015 June 2015 September 2015	Completed	A training programme will be put before the Board in December 2015 outlining the courses that will be on offer to staff who work within safeguarding.
Identify new areas of training need and develop courses to reflect this.	Ongoing		Several areas have been identified as a training need including MSP, MCA, Charing meetings and interviewing skills. These are being developed as modular courses and will be rolled out to staff over the next 12 months. Further information can be found in the Workforce Development Plan, including timescales for this work to be completed by.
3.5 To deliver an Annual Safeguarding Conference	March 2016		The Board will discuss in December 2015 the topics to be covered at the next Conference.
Following the audit which is being undertaken by the MCA Sub-group to develop an MCA/DoLS workforce development programme.	June 2015	Completed	MCA will be offered on a rolling programme to all agencies, details of which can be found in the training programme which will be shared with the Board in December 2015.

Progress Rating key:

White	Green	Blue	Amber	Red
Unable to commence; Awaiting other action	Progress towards milestone /timescale on track	Milestone achieved	Timescale not met	Milestone delayed by more than 3 board dates

4. Early Intervention and Prevention Sub-group

Action	Target timescale	Progress rating	Notes
4.1 Review Multi-Agency Panel – Safeguarding Adults (MAPSA). Make recommendations for development. Implement findings.	Complete review - September 2015 Implement findings – April 2016		The report came to the Board in September 2015 and will return in December 2015 with an action plan detailing how these improvements/recommendations will be implemented.
4.2 Joint working with the Community Safety Partnership in order to deliver the relevant objectives in the Be Safe Community Partnership Strategic Plan 2015-2017	Ongoing throughout the year		A joint action plan will be put to the Board for consideration in December 2015.
4.3 Develop a Prevention Strategy for Bolton	December 2015		A draft Prevention Strategy will be put to the Board in December 2015. Delayed due to personal being unavailable.
4.4 Sign up Housing partners to the Home Safety Checks protocol	September 2015		The protocol has been developed and work is been undertaken to get all members signed up to this protocol by September 2015. This has been delayed slightly due to the recent changes being made by GMFRS to their service and changes to documentation.
4.5 Identify a group of service users (physical and learning disabilities) to visit key venues in Bolton and comment on 'How safe do you feel?'	April 2016		This group has undertaken one visit so far to Queens Park. There are plans for further visits to be arranged.
4.6 Engage the voluntary and community sector and Housing partners in joint working with regard Adult Safeguarding	December 2015	Completed	Presentations have been given to the CVS Care and Wellbeing Forum, Bolton's Inter-Agency Forum and the Bolton Community Homes Board.
4.7 With regard to Self-Neglect / Hoarding in	September 2016		Liverpool Housing Trust undertook a presentation to

own home. Consider best practice and develop Bolton Approach				this subgroup. This issue was taken to the Board in September 2015 where it was agreed that Housing would take this forward and bring back to the Board if required. The BCH core group will develop an approach for Bolton.
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Progress Rating key:

White	Green	Blue	Amber	Red
Unable to commence; Awaiting other action	Progress towards milestone /timescale on track	Milestone achieved	Timescale not met	Milestone delayed by more than 3 board dates

5. Mental Capacity Sub-group				
Action		Target Timescale	Progress rating	Notes
5.1 Refresh Bolton Council's Policy on Managing Challenging Behaviour and Restraint		September 2015		This action is no longer being pursued by the subgroup because it is an action for adult social care to complete as this policy is solely for their use.
5.2 Refresh Bolton Council's Policy on MCA (and DoLS)		September 2015		The chapter in the safeguarding procedures is up to date and compliant with the Care Act 2014 and needs no further refreshment at this time.
5.3 To continue to work towards the agreed action plan in relation to making sure that adults in Bolton who may need a DoLS assessment receive one in a timely manner (Task and Finish Group)		Ongoing through the year		This group is on task with this but the amber progress rating reflects the number of DoLS still outstanding for the Council. Reports from partners indicate a noticeable improvement in this process and assessments and paperwork is now being received in a more timely fashion.
5.4 Develop a system to evidence		April 2016		This action will be picked up by the sub-group later on

compliance with MCA e.g. Capacity Assessments, Best Interest Meetings, IMCA Referrals.				in the year.
5.5 Winterbourne Project to continue with its work to return Bolton residents back to Bolton (Task and Finish Group)	First Phase June 2015 Review date agreed NHSE March 2016			There was a delay due to not being able to identify a suitable provider for one of the projects. This has now been resolved and service users have been identified to move into the accommodation. Further delays have been encountered due to the need to make Court of Protection applications for individuals who do not have capacity to sign for tenancy agreements and where they are likely to experience a degree of restriction, a welfare declaration needs to be obtained. Report to Board in December 2016.
5.6 To assess current activity of Education and Training of MCA in each organisation and identify training needs for the Workforce sub-group to take forward.	May 2015	Completed		The sub-group has completed this piece of work and are now clear what is on offer regarding MCA training within each organisation. It is clear that all agencies have identified this as a training need and this has been fed back to the workforce sub-group.

Progress Rating key:

White	Green	Blue	Amber	Red
Unable to commence; Awaiting other action	Progress towards milestone /timescale on track	Milestone achieved	Timescale not met	Milestone delayed by more than 3 board dates

6. Lessons Learned Sub-group

Action	Target Timescale	Progress rating	Notes
6.1 Refresh the Safeguarding Adult Review Policy	April 2015	Completed	Completed and approved in readiness for 1 st April. Uploaded to website.
6.2 Developing referrals pathways and tools.	October 2015	Completed	Revised referral tools completed, cascade of referral pathway and dissemination of new policy under development.
6.3 Developing different models of practice to Learning Lessons.	September 2015	Completed	New approach tested through case example not meeting SAR criteria. Further work to be completed over the year.
6.4 Develop linkages to Quality Assurance and consideration of cases through Serious untoward incidents, coroner regulation 28 notices.	March 2016		On track initial work commenced.

Progress Rating key:

White	Green	Blue	Amber	Red
Unable to commence; Awaiting other action	Progress towards milestone /timescale on track	Milestone achieved	Timescale not met	Milestone delayed by more than 3 board dates

7. Communication and Community Engagement

Action	Timescale	Progress Rating	Achieved
7.0 Create the Safeguarding Adult Board website and improve the Safeguarding Adult Board brand.	June 2015	Amber	There has been problems will identifying the correct silhouette images for the branding that represent all client groups. The layout and the design of the website has been put to the web team. Once the branding has been agreed then the website can be actioned by the Board. Content for web page drafted for inputting by web team.
7.1 Engagement with the voluntary sector to support them to promote the public awareness, access to information, notification of safeguarding	Ongoing throughout the year	Green	An article has been written for Jumbo and a presentation by the SAB manager will be made at the CVS next forum. Janet Ramsden (Workforce sub-group) is meeting with CVS to support with training and to make sure that any training offered is Care Act compliant.
7.3 Develop Single point of access for safeguarding referrals (Separate Task and Finish Subgroup)	October 2015	Amber	This is being led by Sue Unsworth – Head of Service for Adult Social Care.
7.4 Develop of a communication plan for the Board	July 2015	Amber	This has been completed and is on the agenda for the board on 9 th June 2015. This will come back to the Board in December 2015.
7.5 To promote the referral route to the public and agencies for safeguarding enquires	April 2016	Green	Public campaign to promote the Board and Safeguarding will be developed for later on in the year. Promotion to commence from January 2016 with launch of new team in Spring 2016.

Progress Rating key:

White	Green	Blue	Amber	Red
Unable to commence; Awaiting other action	Progress towards milestone /timescale on track	Milestone achieved	Timescale not met	Milestone delayed by more than 3 board dates