**Merton Safeguarding Adults Board Annual Business Plan 2019-20**

**Priority 1:**

**We will ensure that partner agencies work together to prevent abuse and protect adults at risk of abuse and neglect.**

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| Outcome | Action | Lead | Target date | Success criteria | RAG rating |
| 1. Inter-agency safeguarding protocols in place to ensure risks are managed across the partnership; operational actions and interventions are co-ordinated; partners receive feedback on outcomes of referrals | 1a. Task and finish group (Effectiveness) set up to progress this priority;  1b. Protocol to be developed and agreed. | Effectiveness Task and Finish Group | December 2019 | Protocol agreed |  |
| 1. *Think Family/Think Community* principles are applied consistently by partner agencies | 2a. Areas for action identified by the joint Think Family Conference (March 2018) are agreed and form an action plan;  2b. Independent Chair meets regularly with Chairs of related partnership Boards (CSAB, H&WBB, CSPB) to identify shared priorities, maximise opportunities for joint approaches and minimise duplication of effort | Think Family and Safeguarding Leads  Independent Chair | September 2019  September 2019 | Action plan implemented  Regular partnership Chairs meetings established |  |
| 1. MSAB membership is fit for purpose and reflects a wide and varied group of stakeholders | 3a. Review the membership of MSAB to ensure all relevant sectors are represented, including advocacy, service users and carers;  3b. Develop and agree job descriptions for MSAB members to clarify roles, responsibility and accountability; | MSAB and Board Business Manager | June 2019 | Membership is reviewed and revised accordingly;  MSAB job descriptions agreed |  |
| 1. Partners work together to respond to Modern Slavery and Human Trafficking issues | 1. Develop a protocol and strategic pathway for responding to Modern Slavery and Human Trafficking | MSAB & Safer Merton Business Managers |  | Protocol and strategic pathway in place |  |

**Priority 2:**

**We will strengthen our communication and engagement across groups and communities in Merton to increase public awareness of safeguarding adults and to ensure that our plans and actions are informed by the experience of the widest range of local people.**

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| Outcome | Action | Lead | Timescales | Success criteria | RAG rating |
| 1. People who use services are able to influence the work of MSAB | 1a. Communication and engagement sub group set up to develop and test user engagement models, including lay members and experts by experience to participate and support the work of MSAB | Communication & Engagement Sub Group | December 2019 | Service users and carers have regular opportunities to engage with MSAB |  |
| 1. Local understanding of safeguarding continues to improve | 2a. MSAB website developed so that local people and professionals can access information about adult safeguarding and prevention is promoted;  2b. Alternative and accessible forms of information developed and disseminated. | Communication & Engagement Sub Group | December 2019 | MSAB has an effective Communications Strategy |  |
| 1. Partners are visibly engaged with providers and people in the community | 3a. MSAB members to attend community, CVS and provide forums to promote MSAB and report on activity to the Communications & Engagement Sub Group | MSAB Leads | March 2020 | Engagement of MSAB members with local communities and the community and voluntary sector. |  |
| 1. Service user feedback about the safeguarding service they receive informs the work of MSAB | 4a. Methods for gaining service user feedback from partner agencies is clarified and regular reporting agreed. | Performance & Quality Sub Group | September 2019 | MSAB is informed of how satisfied people are with the safeguarding service they receive. |  |

**Priority 3:**

**Together we will learn from experience and support both paid and unpaid staff across the partnership to continually build confidence and the effectiveness of everyone’s safeguarding practice.**

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| Outcome | Action | Lead | Timescales | Success criteria | RAG rating |
| 1. Adult safeguarding risks are mitigated because issues for improvement and development arising from Safeguarding Adults Review (SAR) recommendations are addressed | 1a. SAR Evaluation Sub Group set up to make recommendations to MSAB on whether a SAR should be commissioned; to oversee local SAR process and to ensure MSAB is informed of national SAR learning;  1b. Staff across the partnership are made aware of SAR recommendations; training is provided based on learning from SARs | SAR Evaluation Sub Group  Learning & Development Sub Group (see below) | June 2019  September 2019 | Safeguarding Adults Reviews action plans are implemented and MSAB monitors the impact of learning from SARs |  |
| 1. Competence in adult safeguarding is promoted as staff across all partners, including the CVS sector, can access diverse adult safeguarding learning and development | 2a. Learning & Development Sub Group established, either Merton based or shared with neighbouring borough(s), to agree a training programme based on agreed strategic priorities | Learning & Development Sub Group | September 2019 | Multi-agency training programme in place informed by MSAB priorities |  |
| 1. Adult safeguarding services are person-led and outcomes focused because people are encouraged and supported to make their own decisions regarding their safeguarding experience | 3a. Ensure that adult safeguarding training is based on the *Making Safeguarding Personal* approach | Learning & Development Sub Group | December 2019 | *Making Safeguarding Personal* approach is embedded in practice across the partnership |  |

**Priority 4:**

**We will understand how effective adult safeguarding is across Merton to ensure that we identify emerging risks and take action accordingly**

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| Outcome | Action | Lead | Timescales | Success criteria | RAG rating |
| 1. MSAB has comprehensive data to analyse, inform and monitor safeguarding activity, so that emerging risks are identified and local responses influenced accordingly | 1a. Establish a Performance & Quality Sub group to lead on the development of appropriate reporting and monitoring systems for MSAB;  1b. All partners regularly provide agreed safeguarding activity data and analysis to the P&Q Sub Group; | Performance & Quality Sub Group | June 2019 | P&Q Sub Group established;  MSAB is provided with adult safeguarding data, activity and analysis in a clearly presented and accessible format on a quarterly basis. |  |
| 1. MSAB is assured of good practice and can inform areas for improvement where required | 2a. Agree and establish a programme of ‘deep dive’ practice audits across the partnership, including the application of *Making Safeguarding Personal* principles. | Performance & Quality Sub Group | September 2019 | Programme of ‘deep dive’ practice audits established. |  |
| 1. MSAB is assured that local arrangements to support and minimise risks for people who self-neglect are effective | 3a. Review undertaken to inform the Board of the prevalence of self-neglect cases reported under the safeguarding framework, and outcomes for the individual;  3b. Partner agencies have clear policies and procedures in place to manage and support those who self-neglect or choose not to engage, in line with Making Safeguarding Personal and Duty of Care | Effectiveness Sub Group  Partner agencies | December 2019 | MSAB understands how cases of self-neglect are responded to and identifies areas for  further development;  MSAB is assured that each agency has clear policies and procedures to manage cases of self-neglect. |  |