



Buckinghamshire Safeguarding Adult Board
Annual Report 2021/22



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Introduction

I am Walter McCulloch the newly arrived Independent Chair of both the Buckinghamshire Children's Safeguarding Partnership and the Safeguarding Adults Board. Let me begin by paying tribute to my predecessor Sir Francis Hapgood. Francis has provided excellent leadership and brought clear independent scrutiny to the work of both boards over the past three, quite extraordinary years. Furthermore, I am most grateful for his kind assistance on my recent assumption to this role.

It is my pleasure to introduce the 2021/2022 annual report of the Buckinghamshire Safeguarding Adult's Partnership. This report captures the work of the partnership in continuing times of strain for public services who are experiencing greater volumes of work in a period of national and indeed international turbulence. It is clear that residents across Buckinghamshire, have required more assistance in the past year than previously. In that context it is very creditable that both the external scrutiny of an Ofsted inspection and indeed the self-assessment carried out by the partnership itself has found that services for children are improving. There is clearly more to be done in this respect but a firm base is being established. Nevertheless it is important to commend staff, managers, and leaders across the partnership.

The work of the board is evident in the contributions in the report from the chairs of the subgroups and the record of its broader activities. As the incoming chair it is pleasing to see the good participation across the partnership in these subgroups, and it is good and appropriate that these are chaired by senior colleagues from across the partners. It is notable that each of the subgroups has spent time consolidating previous work, and it is a strength that each has identified a need to bring a sharper focus to their work, linking activity to the business plan and driving evidence of the impact of their work in practice. Similarly, the important work that ensures learning from Safeguarding Adult Reviews has replicated this consolidation of earlier work.

This recurring theme of sharpening the product of the combined work of partners, ensuring clear and deliverable improvements for vulnerable adults will be an area for my attention in these coming months. Likewise I share the intention many colleagues have expressed to me in my first few weeks in post. That is to further strengthen the collaboration with services users and those who care for them in the work of the Board.

Finally, I want to pay tribute to the work of the staff of the business office which has been fundamental to the considerable work readers will see in this report.



About Buckinghamshire Safeguarding Adults Board

The Buckinghamshire Safeguarding Adults Board (BSAB) is a statutory, multi-organisation partnership coordinated by the local authority, which oversees and leads adult

safeguarding across the Buckinghamshire Council area. The main objective of the BSAB is to gain assurance that local safeguarding arrangements, and partner organisations, work effectively, individually and together to support and safeguard adults in Buckinghamshire who are at risk of abuse and neglect.

The Board has an Independent Chair who provides leadership, vision and support and who is responsible for ensuring that all organisations contribute effectively to the work of the Board. The Chair provides accountability for the work undertaken by the Safeguarding Adult Board by way of reports to relevant strategic committees and boards.

The Board is supported by four subgroups which carry out the day to day work in order to help deliver the Board's objectives and Strategic Plan.

Safeguarding Adult Boards have three core duties:

- 1.** Develop and publish a Strategic Plan setting out their objectives and how their member and partner agencies will contribute.
- 2.** Publish an Annual Report detailing how effective their work has been.
- 3.** Commission Safeguarding Adults Reviews (SARs) for any cases which meet the criteria for these.

The Safeguarding Adults Board Strategic Plan 2020/2023 set out our vision and priority areas:

1

Key priority one

'Talk to me, hear my voice'. Engage with our communities to understand their needs and listen to what they say so that it informs our decision making and planning.

2

Key priority two

Understand the nature of neglect (including self-neglect) and abuse and put structures in place to reduce cases.

3

Key priority three

Ensure that professionals working with adults with care and support needs have the required knowledge and training for their roles.

4

Key priority four

Make safeguarding personal and ensure that the work of the Board is informed by service users and carers.

5

Key priority five

Work as a multi agency partnership.

The Business Plan also contains defined outcomes which enable us to have a collective agreement about 'what good looks like'. The outcomes listed within each priority will ensure that we achieve our aims, and thereby our vision to provide a voice to those individuals in need of support, and demonstrate the difference we will make to our local communities.

The Safeguarding Adults Board has continued to build relationships with our partners across the multi- agency arena to drive activity, to ensure that we have met or worked towards the key priorities. In addition we have worked collaboratively together to understand where the system challenges lie and

The joint Safeguarding Adults Board and Safeguarding Children Partnership, including the shared business unit, started to implement the scope joint strategic work identified at the end of the last reporting cycle. This included bringing together learning and development and modern slavery exploitation as 'all age' workstreams.

The business plan aims and priorities remained under the scrutiny of the Board, however it was clear from the work generated by sub groups that the impact of demand on services, the complexity of need being presented to them and staff availability and resilience affected capacity, including capacity to undertake BSAB work. We have sought to be flexible while keeping the end user of services at the heart of our planning.

Therefore, we have and will continue to work to an aligned business plan and this will be updated to reflect the significant changes to the environment for partners and residents. Our role as critical friend remains important especially when there are so many challenges faced by the wider safeguarding system. We continue to seek to improve our role in disseminating learning, best practice and innovative ideas and ensuring that these have an impact on practice. Through the work of the subgroups we have maintained focus on quality assurance, improving the relevance and quality of data and analysis shared with the Board, expanded the resources and policy updates available through our website and taken the opportunity to learn and reflect from safeguarding adult reviews.

Our Vision

To work together to enable vulnerable adults in Buckinghamshire to live a life free from fear, harm and abuse. To ensure our approach is focused around 'talk to me, hear my voice' and is central to everything we do.



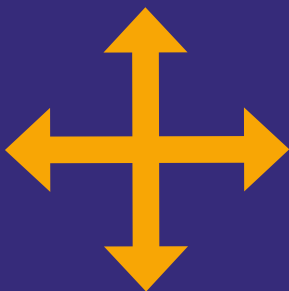
SAFEGUARDING

Making safeguarding personal and the responsibility of everyone.



COMMUNICATING

Ensuring there is effective communication with adult services in Buckinghamshire.



ENABLING

Enabling vulnerable adults to have choices and control over how they want to live.



LEARNING

Learning from our experiences and improving how we work.

Our Partners

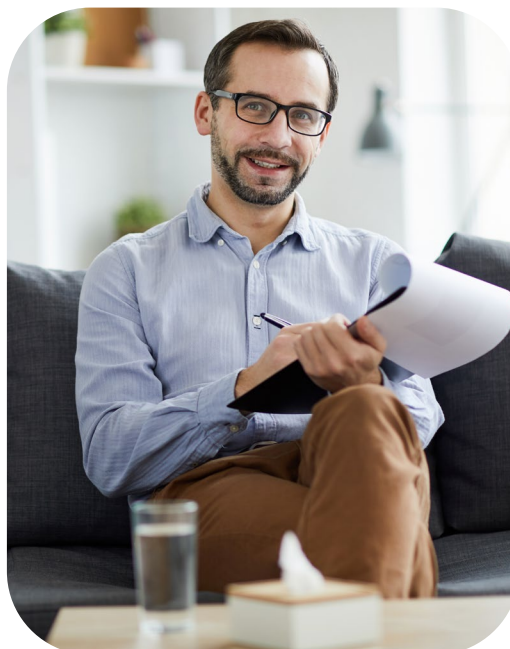
The Care Act 2014 is statutory guidance that provides adult safeguarding with a legal framework, setting out the responsibilities of local authorities and their partners.

From a statutory perspective the three legally required bodies are:

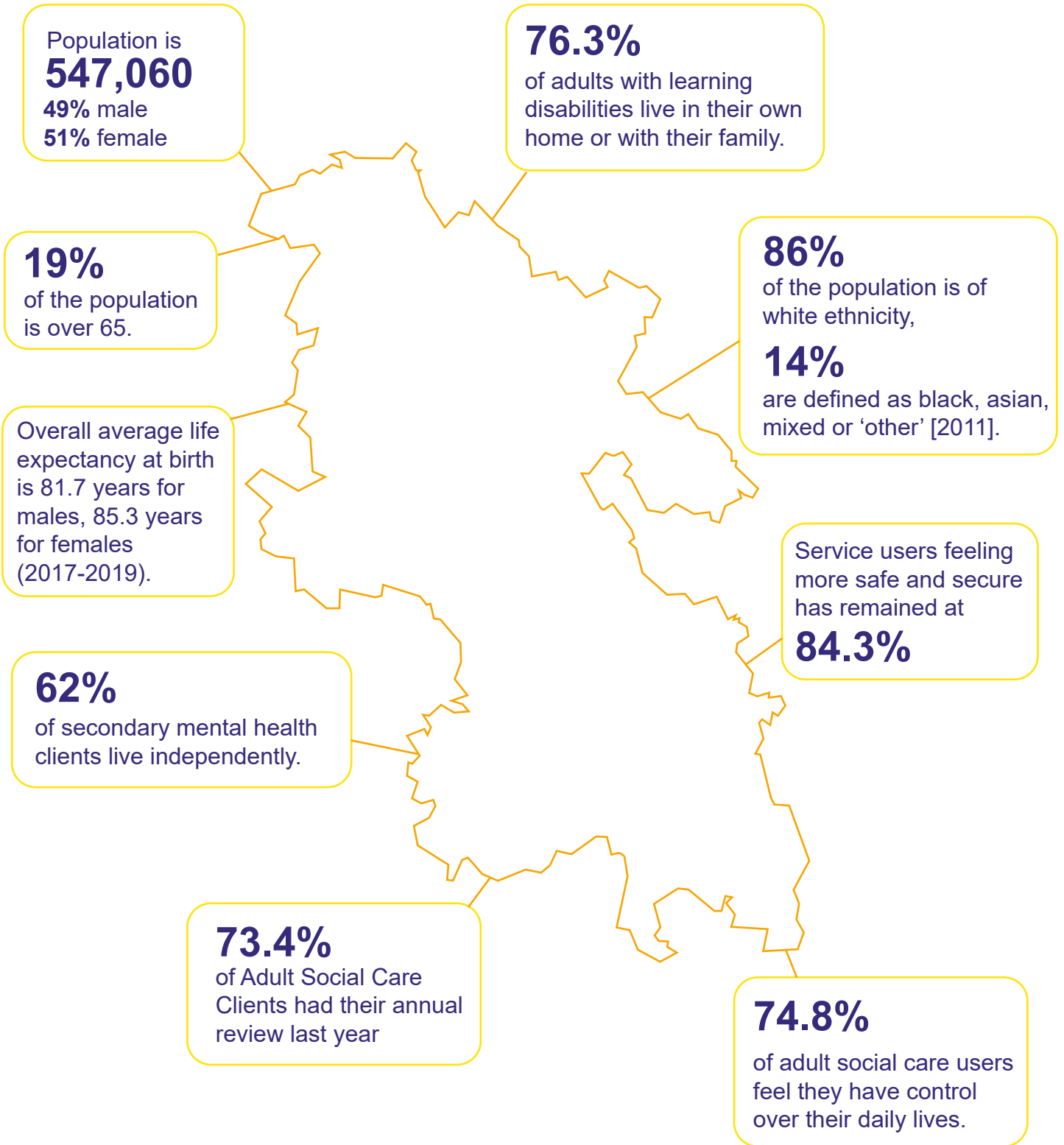


However, we work closely with a range of other partners:

- NHS England
- Hertfordshire Partnership NHS Foundation Trust
- Oxford Health NHS Foundation Trust
- Buckinghamshire Healthcare NHS Trust
- South Central Ambulance Service NHS Foundation Trust
- National Probation Service
- Epilepsy Society
- Healthwatch Bucks
- Vale of Aylesbury Housing
- Buckinghamshire Fire and Rescue Service
- Care Quality Commission
- Talkback
- Thames Valley Community Rehabilitation Company
- Buckinghamshire Mind
- Bucks New University



About Buckinghamshire





About our work

1,082

Total number of Section 42 enquiries

194

Total number of non-statutory enquiries

10,912

Total number of safeguarding concerns

54% of concluding S42 enquires in 2020/21 where individuals were asked their desired outcome. Of these:

- 62%** of outcomes were fully achieved
- 32%** of outcomes were partially achieved

Three most common forms of abuse enquiry in Buckinghamshire are:

- 40%** neglect
- 17%** self-neglect
- 12%** financial abuse

Section 42 age:

- 237** 18-74 years
- 292** 75-95+ years

Section 42 ethnicity:

- 81%** white
- 3%** asian/British asian
- 2%** Black/African/Caribbean/Black British
- 1%** Mixed Ethnic Group
- 1%** Other Ethnic Group
- 12%** not stated/refused

Section 42 gender:

- 42%** male
- 53%** female

What we achieved 2021/2022

This was another challenging year for partners and so it was for this Board. However, the delivery of the BSAB business plan remained consistent, with progress being achieved in all of the priority areas. Each subgroup agreed and implemented a work plan which was aligned with the strategic priorities. Any opportunities, strengths and risks identified could then be escalated to and shared with the Board (see appendix business plan).

With regard to the actions agreed in the business plan progress:

Priority 1. Talk to me, hear my voice

The BSAB website has been reviewed and updated in order that it is fit for purpose when individuals and professionals access it for help and guidance. Challenges with staffing delayed our next phase (the use of Google Analytics and the creation of more innovative materials, such as embedded animations, TED-style talks, etc.). This has been resolved and work is underway. The BSAB joined with social care partners to deliver a campaign aimed at community members, improving understanding of safeguarding and how to get help (see appendix 'see say do').

We have embedded a robust Safeguarding Adult Review process, including the use of a rapid review process and the use of a tracker to ensure a focus on timescale, quality of recommendations and responses from partners. In December we held an online conference 'learning from reviews' designed to increase the 'reach' of the evidence and learning SAR's can offer.

Now that the work of the subgroups has become more embedded and has appropriate support from the business unit, it is anticipated that we will be able to look more closely at impact.

Priority 2. Understanding the local picture with regard to neglect, self-neglect and abuse in Buckinghamshire.

It is clear from SAR's and from the challenges shared in subgroups that self neglect remains a key issue for services and individuals. In this period we engaged with Hoarding UK and began to provide online specialist training in hoarding and self neglect. This was well received and has been booked for dates throughout the next reporting period.

The Policy, Procedure and Practice Subgroup undertook a review of a self-neglect toolkit and this work will continue to ensure all toolkits and guidance reflect the needs of vulnerable people in Buckinghamshire.

Priority 3. Access to the right training for frontline multi-agency partners informed by learning from the Board and subgroups

The planned work commenced so that subject experts, innovative providers and multi-agency colleagues were identified and at the time of reporting these were scheduled for the coming year. This will include the provision of online and web-based learning via our website. Work on engaging with communities to inform remains paused due to Covid but will take place as soon as is safe to do so. The Learning and Development Subgroup was formed, terms of reference agreed and work is underway on a full training needs analysis. This will ensure that the Board is informed about current gaps in provision, opportunities for multi agency places on current single agency provision and identifying where the Board can add value.

Priority 4. Making Safeguarding Personal (MSP)

The ongoing effects of a pandemic have affected the speed at which face to face work could be taken forward. The role of families in reviews has increased and their voices have had a significant impact on shaping the direction and focus of recommended work. We have also started to extend the range of partners we engage with and look forward to welcoming them to the board and to our training. The BSAB is seeking to engage with the wider safeguarding audience including voluntary sector, care providers and Buckinghamshire residents.



Safeguarding adult subgroups

The Safeguarding Adults Board has four subgroups that lead on various areas of business and help the Safeguarding Adults Board deliver on a range of priorities identified in the strategic and business plan. Each subgroup has a nominated chair and representatives from across the multi-agencies.

Safeguarding Adult Review Subgroup (SAR)

The Care Act 2014 states that Safeguarding Adult Boards (SABs) must arrange a Safeguarding Adult Review (SAR) when an adult in its area dies or is seriously harmed as a result of abuse or neglect, whether known or suspected, and there is concern that partner agencies could have worked together more effectively to protect the adult. This is a statutory responsibility.

Safeguarding Adult Review reports are published on our Safeguarding Adults Board [webpage](#).

In this reporting period we welcomed a new Chair.

A message from the Chair:

'I have very recently taken over as the Chair of the sub-group. The main focus of the subgroup over the last year has been whilst progressing on-going SAR's has been to manage a number of outstanding recommendations from previous SAR's to ensure that they have been embedded with agencies as learning. This work is still currently on-going and good progress has been made, but I would hope that this piece of work will be completed by the end of the year. In order to ensure accurate monitoring of recommendations that come out of SAR's this has led to the implementation of the action tracker, so that work within the group can be more accurately monitored, is transparent in what we do and we are accountable.

As a group we are keen to ensure that any reviews that are commissioned follow a more dynamic and timely process. In order to learn, reviews are conducted in a style that encourage reflection, consultation, utilising the strategic objectives to focus and where appropriate the voice of the family to enable a whole system approach.'

- DCI Emily Shepherd-Allen, Chair, Domestic Abuse Buckinghamshire, Milton Keynes and Oxfordshire Lead

SAR activity 2021/22

During the period 2021 to 2022 the subgroup:

- Completed and published SAR FF, SAR CC and SAR X.
- Continued with SAR SS which is a review spanning children and adults services.

The Board published the reviews including seven minute briefings:

- Learning from adult safeguarding review - [Adult CC](#)
- Learning from adult safeguarding review - [Adult FF](#)
- Learning from adult safeguarding review - [Adult X](#)

Work of the subgroup in addition to reviews

The SAR Subgroup completed an overarching tracker which enabled us to have an overview of:

- Progress against recommendations.
- Repeating themes and system-wide issues.
- Analyse the quality of evidence submitted to reviews.
- Enable the Board and the multi-agency partners to have a more joined-up approach to tackling core issues in the way vulnerable adults' care and support needs are met.

Following on from this the BSAB commissioned a review of the quality of commissioned SARs so that the Board could be advised how we needed to improve contracts for authors, how we can make recommendations more SMART and how we can better evidence the impact.

Learning and Development Subgroup

The purpose of this subgroup was to design and implement a multi-agency training strategy for all agencies working with adults within Buckinghamshire. This subgroup was established in 2008 and commissioned multi-agency training, which was part of the core business of the subgroup. In 2019, the Safeguarding Adults Board felt that the provision of training should be reviewed and new opportunities looked at to deliver training in a more constructive way, utilising a joint platform with the Safeguarding Children's Board. A review took place in early 2019 to move the Safeguarding Children Board into a partnership with a joint business unit to support ongoing and developing activity. At this point any training provision ceased within the Safeguarding Adults Board and a new training and development strategy was to be developed to support training requirements and needs moving forward. We were delighted to welcome Melanie Hayward from Bucks New University as the permanent chair of this group.

Melanie Hayward is an Associate Professor of Education within the Institute for Health and Social Care, Buckinghamshire New University (BNU). In brief her role provides strategic leadership and oversight of:

- The facilitation of learner enhancement activities.
- The strengthening and promotion of quality assurance processes.
- The design, development, delivery, and management of new and existing academic programmes in line with contemporary trends, Professional and Statutory Regulatory Bodies (PSRB) standards and stakeholder demand of all Health and Social Care provision within BNU.

In addition, she teaches and assesses the MSc Child Protection and Safeguarding Adults, postgraduate and graduate level Post and Pre-Registration Nursing courses. She holds several external positions including Technical Advisor - World Health Organisation's Collaborating Centre for Public Health Nursing; Deputy England Rep - Children and Young Peoples Nurse Academics UK; Consultant Editor - British Journal of Child Care; Safeguarding Children Subject Matter Expert – Skills for Health and Educational Advisor - Childrens and Young People Student Nurse Network.

Mel is a Registered Childrens' and Specialist Community Public Health Nurse (School Nursing) and held acute and community nursing posts as well as safeguarding roles including Named Nurse and Lead Named Nurse for Safeguarding Children before moving into academia where she has previously held positions of Associate Lecturer, Senior Lecturer, Assessment Lead and Academic Lead for Retention and Attainment before her current post. She is passionate about health and social care educational excellence, equity and efficiency for high quality safeguarding practice and care outcomes. Her current research areas are exploring the use of social media in nurse education and pre-registration child nursing curricula.

A bit about the subgroup

Due to two changes in chair over the past year the Learning and Development Subgroup is still at the very beginning of development. We are currently organising priorities and have an embryonic work plan against the BSCB and BSCP business plans, national and local safeguarding related reviews and local needs guided by our responsibilities outlined by our recently updated terms of reference (TOR).

The primary function of the subgroup is to facilitate a more integrated approach to safeguarding learning and development to ensure all roles in partner workforces have the appropriate knowledge, skills and behaviours to keep the people of Buckinghamshire safe. Our current priority is undertaking a training needs analysis across partners to define its goals, structure and content to plan the priority and ongoing areas for delivery. This in turn will support the forthcoming update of the learning and development plan to ensure it robustly meets statutory requirements and local need. The subgroup has identified that an increased understanding of monitoring and evaluation processes amongst partners is needed to establish effective quality assurance principles to ensure safeguarding training provided by all agencies meets agreed standards and positively impacts front-line practice to improve outcomes.

The core members today shared their own/service's ambitions for the subgroup, and the overarching themes which also feature in the subgroup's TOR, are not new and continue to dominate the safeguarding practice landscape:

- Identifying multi-agency inconsistency and variation in safeguarding practice to 'plug the knowledge gaps' proactively, and reactively as needed, with effective training for a more skilled and bettered prepared workforce.
- Cross-fertilisation of ideas and best practice to enhance multi-agency training and resultant work to achieve timely and high-quality outcomes.
- Ensuring policies and procedures, both board/partnership and each agency, are embedded within training to support mutual understanding of safeguarding and each other's services and roles, and in turn improving relationships between partner agencies to work better together.
- Consideration of how to overcome resourcing and other workforce challenges to ensure the requirements of safeguarding training are met.
- Dissemination of learning from national and local safeguarding reviews and ensuring the workforce is aware of the BSCB/BSCP priorities.
- Identifying any areas where the BSCP/BSCB may need to commission specific multi-agency learning and development resources and activities to meet local need.

The chairs desire for the group is that it consistently keeps the voice of the person central; the continued focus therefore is based on the question: What do Buckinghamshire children, young people, families and vulnerable at-risk adults and carers need us to learn together, and from each other, and how do we ensure this is successfully achieved?

One core member reflected helpfully that the subgroup is a bridge between the workforce and the learning, and in a sector where there is high staff turnover, we are also the memory to prevent the learning getting lost.

So, in conclusion, the Learning and Development Subgroup's overarching aim is to be a 'Bridge of Memories' for the continued improvement of safeguarding practice and population outcomes.

Policy, Procedure and Practice Subgroup (PP&P)

The purpose of the PP&P Subgroup is to ensure that multi-agency safeguarding policies, practices and procedures are up to date, easily accessible and well embedded across partner organisations. The subgroup is also required to take a view on measuring the impact of policies on practice. The group has reviewed its schedule for policies against best practice examples Nationally and still responds to need identified via Safeguarding Adult Reviews, Q&P audits or changes in legislation. The group has 15 members, representing 12 services, with an average attendance of 12 at each meeting. These services include the police, health, prison, Epilepsy Society and housing.

The group has consistent support from Chair Paula Whittaker, her message:

'I am the Designated Safeguarding Adult Nurse within the Buckinghamshire, Oxfordshire and Berkshire West Integrated Care Board (Place-based in Buckinghamshire).

The overall plan and commitment is to work in improving and developing the maintenance, publication and embedment of an appropriate suite of multi-agency safeguarding policies, procedures and guidance documents. We consider the implications for local policies and procedures on professional issues arising from Serious Adult Reviews. This may involve linking in and working closely with the Learning and Development Subgroup as well as following the BSAB reporting and governance structure.'

Quality and Performance Subgroup (Q&P)

The core function of the Quality and Performance Subgroup is scrutinize and seek assurance to understand the impact of partnership work intended to keep vulnerable adults safe. The Quality Assurance Subgroup also ensures all agencies monitor their own performance on safeguarding and provide the Board with data and analysis to ensure we can agree what the emerging areas of potential risk are, as well as identifying best practice that can be driven forward.

The subgroup took the opportunity to review the structure and aims of the group. The group will be arranged into workstreams with regular oversight meetings bringing together the workstream leads. The workstreams are set out below. As this is a new arrangement this will be reviewed by the Chair who is the Director of Quality, Performance and Standards for the local authority.

The Quality and Performance Subgroup workstreams

- **Performance/telling the story.** Telling the story, system trends and patterns, areas for concern and deep-dive opportunities, linking performance to research, evolving the performance story to develop a system-wide dashboard and the mechanics to make that happen.
- **Quality assuring practice - an operational and system perspective.** Developing an audit programme/audit tools, measuring improvement or not, looking at ways to improve, planning system-wide thematic reviews, coordinating and undertaking reviews, providing check and challenge.
- **Policy/practice and research guidance and evidence.** Suggest this is part of the subgroup as it is linked to all aspects of the various workstreams. Leading the effectiveness of policies and have a clearer and more visible link to research to inform system practice and expand to cover practice guidance.
- **Learning from.** Developing a lesson learnt approach across the system as a collective from SARs, audits, complaints, user experience. Develop effective mechanisms and test out whether learning has occurred or not.
- **Making safeguarding personal.** Involving a range of organisation (voluntary and others) to begin how we make safeguarding personal and eliciting user experience. This really should shape our approach. So what questions, what difference will it make.

Budget for BSAB for 2021-2022

Board costs	Actual Year End 2020-21
Partners contribution	-£162,551.00
Carried over	-£71,290.00
Total	-£233,841.00
Expenditure	£170,058.00
End of year total	-£63,783.00

Next steps for 2022/23

With the arrival of a new Chair and an increased evidence base from reviews, SAR's, data and audits, etc. we will be seeking to:

- Better evidence the landscape for agencies and the people they serve post pandemic.
- Increase the voice of third sector, providers and residents in our work.
- Demonstrate how we use data to plan our work and hold partners to account.
- Revisit and update the quality assurance framework that demonstrates how we will effectively scrutinise key safeguarding areas, what methods we will use to do this (making greater use of research) and how this work contributes to overall improvement.
- Have a completed and costed training needs analysis which sets out what is required of the Boards.
- Demonstrate how we are sharing learning from reviews, and describe how this subgroup works with the groups focused on quality assurance and policy and practice development to measure changes to practice as a result.
- For any new piece of work in the subgroups, we can document how we have:
 - used the voice of the service user, resident or expert by experience to inform the work,
 - agreed that we will share the learning from it (how and who do we intend to reach),
 - agreed how we will measure the success of the work.