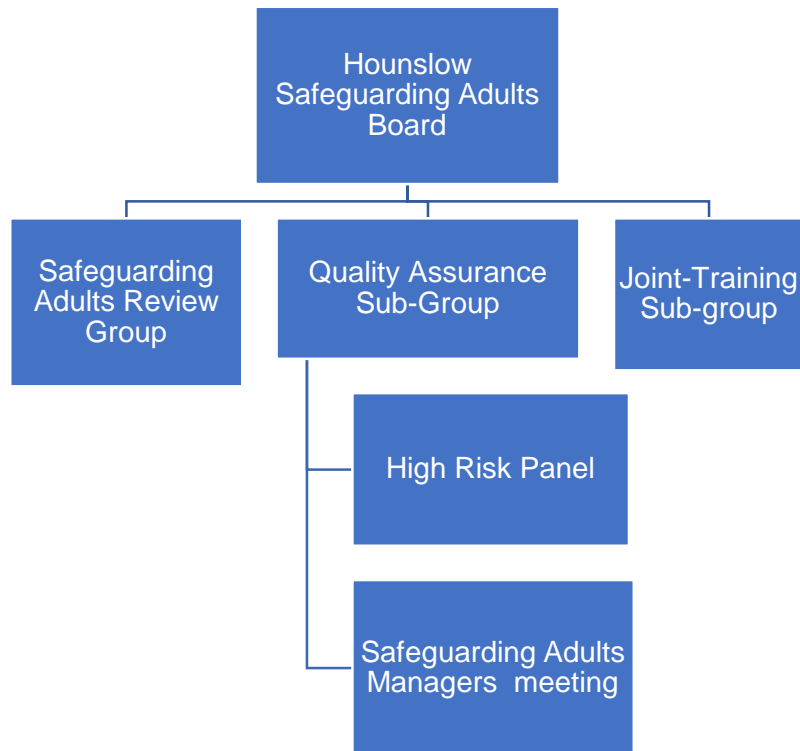


## Hounslow Safeguarding Adults Board Business Plan 2021-24

The Hounslow Safeguarding Adults Board is a group of organisations whose aim is to work successfully together to prevent and intervene when local residents with care and support needs are at risk or subject to abuse.

The Board has the following structure.



This business plan has been updated in response to the March 2021 Challenge Event and the June 2021 Development Day. At these events the Board identified the following key priorities which will be the focus of the Business Plan for 2021-2024.

October 2021

The themed priorities for the HSAB are:

P1 - Assuring that the Mental Capacity Act and the Liberty Protection Safeguards Amendment Act is clearly understood and applied into practice.

P2 - Identify and address key areas of concern where the lack of think family is leaving adults at risk.

P3 - Ensure there is a good understanding of financial abuse across partner agencies and the public.

P4 - Develop a multi-agency strategy for safeguarding engagement, to ensure the voice of the service user is heard.

P5 - Develop a multi-agency strategy for effective provider engagement.

P6 - Disseminate learning from SARs across all board agencies and feedback to sources.

### Themed Priorities 2021 - 2024

<b>Priority 1: Assuring that the Mental Capacity Act and the Liberty Protection Safeguards Amendment Act is clearly understood and applied into practice.</b>			
<b>Task</b>	<b>Responsible Officer/ Group</b>	<b>Measured By</b>	<b>Timescale</b>
All agencies to ensure there is consistent understanding of the Mental Capacity Act and how it is applied into practice.	Quality Assurance Sub Group	Each agency to have trained appropriate management and staff on Mental Capacity Act.	April 2022
		Completion of an externally commissioned audit.	October 2022
All agencies are aware of how the law around authorising deprivation of liberty will change under the impact of the Liberty Protection Safeguards.	Quality Assurance Sub Group	Each agency to have trained appropriate management and staff on LPS Amendment Act.	April 2022
<b>Priority 2: Identify and address key areas of concern where the lack of think family is leaving adults at risk.</b>			
All agencies to work more closely together and ensure that 'think family' approach is at the heart of their practice.	Joint Training Sub Group/ Quality Assurance Sub Group	To continue to progress the agreed work programme of the Joint Training Sub Group and the Quality Assurance Sub Group.	To review progress annually
<b>Priority 3: Ensure there is a good understanding of financial abuse across partner agencies and the public.</b>			

<p>Develop an agreed, effective financial abuse strategy.</p> <p>Continue to seek opportunities to work with banks and building societies to develop and implement financial protocols.</p>	<p>Quality Assurance Sub Group</p>	<p>HSAB to agree a final multi-agency intervention strategy and an implementation programme.</p>	<p>December 2021</p>
<p><b>Priority 4: Develop an engagement mechanism for service users who have been through the safeguarding process.</b></p>			
<p>HSAB to work closely with Health Watch and other multiple agency partners, who have a cross cutting priority and responsibility in safeguarding adults.</p>	<p>Business Manager/ Quality Assurance Sub Group/ Health watch representative</p>	<p>HSAB to set up regular meetings to enable service users to share their experiences.</p>	<p>September 2022</p>
<p><b>Priority 5: Develop a multi-agency strategy for effective provider engagement.</b></p>			
<p>HSAB to work closely with service providers who have a priority and responsibility in safeguarding adults.</p>	<p>Business Manager/ Chair</p>	<p>Delivery of joint effective working with provider organisations.</p>	<p>December 2022</p>
<p><b>Priority 6: Disseminate learning from SARs across all board agencies.</b></p>			

October 2021

Improving safeguarding adult practices by identifying what is helping and what is hindering safeguarding work, in order to tackle barriers to good practice and protect adults from harm.	Business Manager/ SARs Group	To share the learning from SARs and NHS Serious Incident Reports.	December 2022
Working closely with individual agencies to ensure there is a simple and consistent mechanism for identifying and strengthening the learning from SARS.	Business Manager/ SARs Group	Delivery of SARS learning events and feedback from partner agencies.	December 2022

## Core Business

1. Develop the Board to meet the requirements of the Care Act 2014				
Intended Outcomes	Tasks Identified	Responsible Officer/ Group	Measured by	Timescale
To strengthen the multi-agency accountability for adult safeguarding.	To complete multi-agency audits.	Quality Assurance Sub Group	Completion of multi-agency audit.	Provider led audits to be completed by 2022
To engage the wider Board community.	To organise an agreed programme of workshops and seminars as directed by the Board.	Business Manager/ Joint Training Sub Group	Seminars set up to timescales.	Seminars to be delivered by 2023

2. Ensure that partners on the Board are able to hold each other to account				
Intended Outcomes	Tasks Identified	Responsible Officer/ Group	Measured by	Timescale
To enable challenge to ensure all partners deliver effective adult safeguarding.	To complete an annual Challenge Event in the first three months of each year.	Chair/ HSAB Business Manager	Delivery of Challenge Event.	January 2022
	Develop a multi-agency engagement strategy for the service users, carers, and local communities in Hounslow.	Quality Assurance Sub Group	Reported in KPIs. Learning implemented.	Reviewed in KPIs at every board.

	Improve engagement with service users/carers.	Chair/ Business Manager	Visits to appropriate groups.	March 2022
	Increase Board partners' understanding of each other's services.	Business Manager to co-ordinate	Case studies presented at Board.	Ongoing

<b>3. Ensure that there is effective partnership working between strategic Boards</b>				
<b>Intended Outcomes</b>	<b>Tasks Identified</b>	<b>Responsible Officer/ Group</b>	<b>Measured by</b>	<b>Timescale</b>
To Publish the annual report and business plan	<p>To send the report (as directed in the Care Act 2014) to the</p> <ul style="list-style-type: none"> <li>- Local Police Commander</li> <li>- CCG responsible officer</li> <li>- Local authority Chief Executive</li> </ul> <p>To publish the report on the Boards internet pages.</p>	Board business manager	<p>Acknowledgement of receipt by recipients</p> <p>Measuring the number of "hits" on annual report and business plan</p>	Each year on Publication
To ensure that adult safeguarding is considered, prioritised and jointly achieved between strategic Boards.	<p>Annual report or summary to be taken to the following Boards/ Panels:</p> <ul style="list-style-type: none"> <li>- Carers Partnership Board</li> <li>- Health and Wellbeing Board</li> </ul>	Chair/ Business Manager	Board annual report or summary to be taken to the Board/Panels.	Annual

	<ul style="list-style-type: none"> <li>- Community Safety Partnership Board</li> <li>- Local Children's Safeguarding Partnership</li> <li>- Health &amp; Adults Care Scrutiny Panel</li> <li>- Partner governance boards</li> </ul>			
To ensure that the Board takes responsibility for shared objectives	Strategic Chairs Meeting to be held twice a year	Business Manager/ Board Members, as appropriate	Progress to be monitored through the Strategic Chairs Meeting and feed into Board Business Planning as appropriate.	Ongoing

4. Promote public awareness and engagement				
Intended Outcomes	Tasks Identified	Responsible Officer/ Group	Measured by	Timescale
To enable adults at risk to protect themselves.	Monitor feedback from adults at risk and carers using adult safeguarding services and translate into service improvements.	Quality Assurance Sub Group	Reported in KPIs. Learning Implemented.	Reviewed in KPIs at every Board until end of the financial year (March 2022)
To enable the public to identify adult abuse.	Annual review of communications plan.	HSAB Business Manager	Communications Plan agreed.	March 2022



October 2021

Enable public to respond to adult abuse.	Strengthen links with the voluntary sector and other community organisations, including working with Health Watch to develop a service user forum, which can link to the London Voices Project.	Quality Assurance Sub Group	Communications links developed. Attendance at events.	March 2022
	Identify key community groups to engage with. Analyse data and intelligence and develop an action plan for engagement.	Quality Assurance Sub Group	Action plan produced.	March 2022