



## Business Objectives 2022 to 2023 Progress Report

There the objectives identified in the 2022/23 business plan were:

Continuing to take forward work around Wicked Issues from previous business plans, particularly

- Exploitation
- Rough Sleeping
- The Lead Professional

Developing and Implementing a Communication Plan

Building Links with Herefordshire to support the development of the integrated Care System

Monitoring the impact of the difficulties in staff recruitment across the Health and Social Care system

There was also an objective to monitor the implementation of the Liberty Protection Safeguards, however this is currently on hold whilst we await further.

<b>2022 to 23 Objectives – End of Year Business Plan update</b>	
<b>WSAB Objective</b>	<b>Achievements</b>
<b>Continue to take forward work around ‘wicked issues’</b>	<p><b>Exploitation</b></p> <p>A consultant was appointed to develop a strategy. The consultant held meetings with stakeholders and facilitated two workshops. One with voluntary sector representatives, the other with key stakeholders. A draft strategy has now been produced and is out for wider consultation with the ambition of it being signed off during the 2023/24 business year.</p> <p><b>Lead Professional</b></p> <p>The WSAB led on the development and implementation of a Complex Adult Risk Management (CARM) framework, which was launched in May 2022. (More details below in separate CARM</p>

	<p>section).</p> <p><b>Homelessness and Rough Sleeping</b></p> <p>The WSAB continued to work closely with providers of services for people who are homeless or sleeping rough. An assurance panel, which includes representation from these providers, assess responses to the recommendations of the Thematic Review into people who sleep rough. Minutes of the meetings can be found <a href="#">Link to WSAB Self-Neglect website page</a>, along with a copy of the review and other information on working with people who are homeless or sleeping rough. In addition, the WSAB is currently reviewing its SAR process to ensure that there are clear expectations on the review process that needs to take place following any future deaths of Rough Sleepers.</p> <p><b>Self-Neglect and Hoarding</b></p> <p>The WSAB also signed off its updated Self-Neglect and Hoarding Policy. This revised guidance was produced through a collaborative approach, with a range of statutory and voluntary sector stakeholders, across Herefordshire and Worcestershire. It is for practitioners (both paid and voluntary) who have contact with people who persistently self-neglect, including those displaying hoarding behavior and people who sleep rough. Based on the approach of no wrong door, it clarifies the support pathway and introduces the concept of significant harm requiring a S42 enquiry. A copy of the policy can be found by following this <a href="#">WSAB Self Neglect Policy</a>.</p>
<p><b>Developing and implementing a communication plan</b></p>	<p>Led by the Learning Development and Practice Sub-group the WSAB introduced its first comprehensive communication plan. This set out to raise awareness of safeguarding issues and the work of the Board over the year. Notable achievements include</p> <ul style="list-style-type: none"> <li>• the development of podcasts addressing areas identified through SARs which can be found by following these links <a href="#">WSAB Website Local Learning Resources Page</a></li> <li>• a successful safeguarding week with virtual sessions and a joint learning event with the 'Learning from Lives and</li> </ul>

	<p>Deaths of People with a Learning Disability and autistic people' panel (LeDeR)</p> <ul style="list-style-type: none"> <li>• the sharing of themed SAR learning Briefings,</li> <li>• a sustained awareness raising campaign on the CARM Framework and Self-Neglect and Hoarding Policy.</li> <li>• Refreshed Making Safeguarding Personal Leaflet <a href="#">Link to leaflet</a></li> <li>• Design of a demystifying safeguarding leaflet <a href="#">Link to leaflet</a></li> </ul> <p>The WSAB website was also subject to a redesign, in collaboration with carers, people with lived experience and professional. There is now an entrance point for each of these groups which takes them to the information they identified as that they are most likely to require the link to this page can be found here. <a href="#">Link to page</a></p> <p>Other pages on the website were also built to increase the level of information we provide on specific safeguarding issues.</p>
<p><b>Building Links with Herefordshire to support the development of the integrated care system;</b></p>	<p>With the introduction of the Integrated Care Board (ICB) and System (ICS) the footprint of the ICB and the Health and Care Trust expanded across both Herefordshire and Worcestershire. West Mercia Police's reach also covers these two counties, alongside Shropshire and Telford. Both the WSAB and Herefordshire Safeguarding Adults Board (HSAB) adopted a joint policy framework which sets out the approach for developing shared policies, where feasible. <a href="#">Link to Joint Policy</a></p>
<p><b>Monitoring the impact of the difficulties in staff recruitment across the Health and Social Care system</b></p>	<p>At the beginning of the year, in recognition of the difficulties which the Health and Care sector were experiencing in recruitment and retention of staff, the WSAB agreed to regularly monitor the situation, and receive regular updates on actions the sector were undertaking to address this concern. As the year progressed other issues also arose which impacted on this situation, including the industrial action which was taking place across the Health Sector. The WSAB received regular updates on how the sector were addressing this situation so that risks, particularly to safeguarding, were mitigated where possible.</p>



**Contributions from Statutory Partners to support the delivery of WSAB objectives include:**

**Objective 1: Developing and implementing a WSAB communication plan**

All partners have supported this objective ensuring that information produced by the WSAB is disseminated across their organisation in a timely way. This has included

- Sharing information on new or revised policies and the CARM framework, including briefings and details of training events
- Sharing briefings produced by the WSAB, including the daily briefings for Adult Safeguarding Week.
- The Worcestershire Acute Hospital Trust (WAHT) intranet A-Z now contains a link to the WSAB website.

**Objective 2: Taking forward the work around 'wicked issues' focusing on**

**Rough Sleeping**

- The Integrated Care Board (ICB) Homelessness Liaison Pathway Officer has a clear workplan in place with priorities around supporting people to live independently and mental health and wellbeing.
- The ICB Mental Health Collaborative is well established and delivering against its plan
- Health organisations and the County Council are committed to delivering the recommendations in the Thematic SAR on Rough Sleeping and steady progress is being made.
- Adult Social Care (ASC) are reviewing and revising their recording of data to ensure that they can better capture the number of rough sleepers and homeless referred to their services.
- The Worcestershire Acute Hospital Trust (WAHT) are ensuring that they have robust data on rough sleepers and the homeless and regularly review the Homelessness Liaison Pathway work.

**Exploitation**

- All partners have been actively engaged in the development of the Exploitation Strategy
- Adult Social Care have reviewed their safeguarding model, including how they capture data so that they can identify patterns and trends, including identifying exploitation.
- The WAHT, acknowledging their unique position to identify people who have been exploited, now have a named professional meeting where they regularly

review people from key groups who are at risk from modern slavery

- West Mercia Police have drawn on their experience in other areas to support, advise and share good practice or learning in relation to exploitation, including ensuring we that all areas adopt the forces definition and sharing their specialist training with other organisations.

### **Lead Professional**

- All organisations have actively supported the implementation of the CARM framework, including sharing the briefings and encouraging staff to attend the information session provided by the WSAB
- Adult Social Care and WAHT have also delivered internal briefing sessions and training to ensure that staff are aware of the framework and its approach.
- The ICB are planning to measure how well the framework has been embedded across primary care
- The Herefordshire & Worcestershire Health & Care Trust (H&WH&CT) have identified a Named Nurse to work with the CARM project lead to ensure that the relevant level of mental health support is available for each individual subject to a CARM referral.

### **Self-Neglect**

- Following the publication of the revised Self-Neglect and Hoarding policy by the WSAB Adult Social care have reviewed their internal self-neglect pathway to ensure that the policy can be effectively implemented.
- Health organisations are actively monitoring the implantation of the policy and ensuring that it is reviewed through their governance processes.

### **Objective 3 Supporting wider issues, risks and the WSAB development.**

All sectors have provided regular reports on how they are managing the risk in recruitment and retention of health and social care staff across the sector. Action taken to mitigate this risk include:

- Offering supplements to difficult to recruit posts (ASC)
- Changing terms and conditions, including the introduction of new benefits (ASC)
- Recruitment drives and raising awareness of the work across education establishments.

The industrial action across the health sector further impacted on this risk, particularly at the WAHT. The Trust and ICB provided regular updates on actions being undertaken to monitor and address the risks.

Since Covid 19 the WSAB also saw a steady increase in safeguarding referrals. Actions to address this include:

- ASC are developing a new safeguarding model to address the increase in demand. This will require additional funding which has been allocated.
- The WAHT safeguarding team ensured that the workload had clear priorities so that they could ensure they met legal and statutory duties during periods of increased activities.
- The ICB worked with Primary Care Trusts providing educational sessions to ensure referrals were appropriate and submitted correctly.
- West Mercia Police actively raised awareness across their personnel to ensure that referrals were appropriate, this included providing information on other agencies to sign post to where section 42 criteria aren't met.