

Standards for adult safeguarding

Standards and probes for adult safeguarding peer reviews

These standards are part of a sector-led response in which local government and partners take responsibility for improvement. This process aims to use the skills and expertise of professionals, managers, people who use services, councillors and partners within the sector.

These standards have been developed in partnership by the:

- Local Government (LG) Group
- Association of Directors of Adult Social Services (ADASS)
- NHS Confederation
- Social Care Institute for Excellence (SCIE).

The standards have been piloted within a range of authorities, evaluated and then further revised.

The standards are derived from:

- work with local authorities
- Care Quality Commission (CQC) performance and board reports
- the 'No Secrets' review
- LG Group engagement with safeguarding developments
- Broader local government and NHS developments.

The standards are grouped into four main themes which are further divided into sub-themes:

It is important to consider them in the context of ALL of the partners in safeguarding, not just adult social care, or even the council.

Themes	Outcomes for and the experiences of people who use services	Leadership, strategy and commissioning	Service delivery, effective practice and performance and resource management	Working together
Elements	<p>1. Outcomes</p> <p>2. People's experiences of safeguarding</p> <p>This theme looks at what difference in outcomes for people there has been in relation to adult safeguarding, and the quality of experience of people who have used the services provided.</p>	<p>3. Leadership</p> <p>4. Strategy and</p> <p>5. Commissioning</p> <p>This theme looks at the overall vision for adult safeguarding, the strategy that is used to achieve that vision and how this is led and commissioned.</p>	<p>6. Service delivery and effective practice</p> <p>7. Performance and resource management</p> <p>This theme looks service delivery, the effectiveness of practice and how the performance and resources of the service, including its people, are managed.</p>	<p>8. Local Safeguarding Board</p> <p>This theme looks at the role and performance of the Local safeguarding board, and how all partners work together to ensure high-quality services and outcomes.</p>

1 Outcomes for and the experiences of people who use services

This theme looks at what has actually been achieved as regards adult safeguarding and the quality of experience for people who have used the services provided.

	Ideal Service	Probes and questions	Possible sources of evidence
1. Outcomes	<p>1.1 Vulnerable people are safeguarded in the community and in establishments such as care homes and hospitals.</p> <p>1.2 The council and its partners' approach to safeguarding clearly has an outcome-based focus.</p> <p>1.3 The council demonstrates improved safeguarding outcomes alongside wider community safety improvements.</p>	<ul style="list-style-type: none"> • There is a shared approach to outcomes with the NHS, the police and other partners • Officers and members work across individual service and agency boundaries and traditional definitions of their roles to improve outcomes • Outcomes for safeguarding are coherent with outcomes relating to domestic violence, hate crime, anti-social behaviour and community cohesion work. • Outcomes are consistent, regardless of how old people are, whatever their disability or mental health problems, who pays for their care and their Fair Access to Care Services (FACS) eligibility criteria • The public (including, under-represented and vulnerable groups), is aware of adult safeguarding issues • Effective prevention and early intervention is in place • Prosecutions levels are improving 	<ul style="list-style-type: none"> • There is an emphasis on outcomes throughout all strategies, plans and progress reporting and in interviews • Performance reporting includes outcomes measures • Case files. Local Safeguarding Adults Board (LSAB) reports. • Council and LSP reports • LSAB, council and management reports • Council and LSAB publicity and reports

<p>2. People's experiences of safeguarding</p>	<p>2.1 The council has achieved high levels of expressed positive experiences from people who have used safeguarding services.</p> <p>2.2 The council has fully engaged people who use services in the design of its services.</p> <p>2.3 Delivery accords with the six local government equality strands.</p> <p>2.4 Safeguarding is personalised.</p>	<ul style="list-style-type: none"> • People experiencing safeguarding services are treated sensitively and with dignity and respect. • Advocacy is available for people who are (or may have been) experiencing abuse, including independent mental capacity advocates • There is support available for people who have experienced abuse • Vulnerable victims and witnesses are supported through the criminal justice system • Outcomes are defined by the individuals concerned • The safeguarding process puts individuals in control, including of whether to involve the police, whether to prosecute, whether family members are involved and in relation to the protection plan • Deprivation of liberty safeguards are applied where this is considered and an individual lacks capacity • There are services available to support carers, to support the improvement of relationships, and for abusers to address their behaviours where appropriate • Wider family members, friends and neighbours are engaged in safeguarding vulnerable adults when this is appropriate 	<ul style="list-style-type: none"> • Surveys of people who have used services. • Aggregated reports from reviews • Protocols, strategies, examples of user involvement • Forms and protocols that use respectful language • Focus group with people who use services and carers • Policies and procedures • File audits • Management information • Deprivation of Liberty Standards (DoLS) reports
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Leadership, strategy and commissioning

This theme looks at the overall vision for adult safeguarding; the strategy that is used to achieve that vision and how this is led at all levels in the organisations involved.

	Ideal Service	Probes and questions	Key documentation & evidence
3. Leadership	<p>3.1 There is recognised and active leadership by the council on Adult Safeguarding.</p> <p>3.2 There is joint and coordinated leadership with and by other key partners.</p>	<ul style="list-style-type: none"> • Senior members and key senior officers communicate how adult safeguarding contributes to the wellbeing of individuals and communities • There are agreed structures and responsibilities at member and officer leadership level for adult safeguarding • Leaders communicate clearly the overlays and distinctions between adult safeguarding, domestic violence, hate crime, anti-social behaviour and community cohesion so that vulnerable adults are safeguarded • Officer leaders communicate clearly the legislative frameworks within which safeguarding sits, including in relation to mental health and capacity • Councillors and officers are knowledgeable about safeguarding and keep abreast of local and national developments and learning, including enquiries, serious case reviews and reports • The council actively champions the key principles as set out in the public duties on race, gender and disability • Leaders are supported by appropriate training and resources 	<ul style="list-style-type: none"> • Leadership responsibilities have been allocated • Cabinet and Scrutiny reports • Interviews • Stated cross-party support for the improvement of adult safeguarding • Minutes of community safety forums • Examples of support and training for leaders

<p>4. Strategy</p>	<p>4.1 Safeguarding is embedded in corporate and service strategies across the council and partners.</p> <p>4.2 The council has a clear vision, priorities, strategies and plans for adult safeguarding that is shared with key partners including the police and NHS.</p>	<ul style="list-style-type: none"> • The adult safeguarding, Think Local Act Personal, Community Safety (including domestic violence, anti-social behaviour and hate crime), Equalities and Diversity and Community Cohesion and Capacity-Building Strategies dovetail with each other. • The council's plans integrate personalisation and safeguarding including helping vulnerable people to stay safe and in control of their lives and services, managing risk and choice • The process of developing strategies has been inclusive and includes the NHS, police, CPS, voluntary and community sectors, and people using services and so on • There is a joint strategic needs assessment (JSNA) with robust information about the needs of the full range of vulnerable adults • There is a clear strategy for improving adult safeguarding outcomes • The council knows what the views and experiences of people who have used services are and has incorporated these in its vision, strategies, plans and priorities. These are also incorporated into commissioning processes 	<ul style="list-style-type: none"> • Corporate, ASC and partners' strategies and plans • Commissioning and contracting documentation • LASB reports • Policies and procedures • The vision is articulated by the leaders and all employees across the council and by its partner organisations • Joint strategic needs assessment (JSNA)
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<p>5. Commissioning</p>	<p>5.1 The council and its partners commission safe and cost effective services.</p> <p>5.2 The council and its partners have developed mechanisms for people who are organising their own support and services to manage risks and benefits.</p>	<ul style="list-style-type: none"> • Commissioning and contracting (by the council and NHS) sets out quality assurance and service standards that safeguard people and promote their dignity and control. Clear expectations and reporting requirements are placed on providers • Contract monitoring has a focus on safeguarding and dignity and any shortfalls in standards are addressed • Commissioning and contracting with regulated providers includes Care Quality Commission (CQC) registration guidance in relation to safeguarding • Reporting across providers is tracked and under- or over-reporting patterns addressed • Actions take place to safeguard individuals (whether funded by the host or other local authorities, or by individuals themselves) to safeguard people when standards in services put people at risk • There are options for the use of accredited and managed personal assistants for people with direct payments and personal budgets 	<p>Specifications and contract monitoring reports</p> <p>Management and LSAB reports</p> <p>Case files</p> <p>Documented accreditation schemes</p> <p>Information for the public about how to choose services and supports that meet their needs and give them a fair deal</p>
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Service Delivery, performance and resource management

This theme looks at how services are actually provided, including the involvement of people using services, and how the performance and resources of the service are managed.

<p>6. Delivery and effective practice</p>	<p>6.1 The council has robust and effective service delivery that makes safeguarding everybody's business.</p> <p>6.2 Domestic violence, hate crime, anti-social behaviour and community cohesion work includes 'vulnerable adults'.</p> <p>6.3 Adult Social Care Services 'Put People First' and safeguard them.</p> <p>6.4 Safeguarding is personalised.</p>	<ul style="list-style-type: none"> • The council and its partners can clearly demonstrate good policies, practices and procedures in the delivery of adult safeguarding, which are understood and followed by staff at all levels • People do not fall through the net (and are not passed from pillar to post) between safeguarding, personalisation, community safety and community support services • The public, voluntary sector, all council and partner staff are clear what abuse is and how to respond to it. People are clear what a safeguarding referral is. • Contact arrangements are clear and responses are timely and proportionate • Social Services support people to weigh up and manage benefits and risks whilst choosing care and supports • A range of social work support methodologies are being developed (such as counselling, assertiveness support, family group conferencing and family/couples therapy and so on) • Care and protection plans are clear and incorporate requirements for monitoring and review. • There are regular reviews that identify any potential safeguarding concerns • People who are, or may be, experiencing abuse are involved in all decisions about them • There is no compulsion for any course of action except within the framework of the law, including the Mental Health and Mental Capacity Acts • Specialist safeguarding staff/safeguarding teams support others in identifying and addressing safeguarding issues • Adult safeguarding is alert to when there are children in the household and there is joint work with Children's Services with families where both adults and children may be experiencing abuse • Information sharing protocols are clear so that information is shared appropriately across agencies. Staff are confident in using these arrangements. 	<ul style="list-style-type: none"> • Policies and procedures and the awareness and utilisation of them by staff • Guidance for staff and partners (including such tools as flow charts) • Information and advice for the public • File audits • Interviews • Any staff surveys • Staff views of support from safeguarding 'specialists'
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<p>7. Performance and Resource Management</p>	<p>7.1 Services are held accountable through performance measures, including quality measures, towards the outcomes for people in the strategy.</p>	<ul style="list-style-type: none"> • There is a performance management framework that runs across council and partner agency functions • Quality assurance systems incorporate safeguarding and risk management, together with improved outcomes for people • Local workforce and training plans provide that people with the right skills for adult safeguarding • All staff have regular supervision that facilitates good decision making support and an appraisal scheme that operates at all levels and which addresses development and performance • There is cross-sector training and development including equality awareness training • There is a range of systems that improve the quality of services on the front line, including through quality assurance, performance reporting and mechanisms (such as file and practice audits, customer feedback, practice forums and mystery shopping) • A learning culture is evident. The council and its partners learn from both best practice and from things that don't go well. Serious case reviews are used as the basis of improvement for the future • Arrangements for the role and process of overview and scrutiny are clear and effective, with council resources devoted to it to ensure effectiveness. 	<p>A suite of indicators including quantitative and qualitative measures of performance that is reported regularly to senior and team managers</p> <p>Summaries of training activity</p> <p>Skills and confidence as demonstrated in interviews and through file audits</p> <p>Serious case reviews</p> <p>Overview and scrutiny agendas and reports with evidence of follow up</p>
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Working together

This theme looks at the role and performance of the Local Safeguarding Board and how all partners work together to ensure high quality services.

	Ideal Service	Probes and questions	Key documentation & evidence
8. Local Safeguarding Board	<p>8.1 There is multi-agency commitment to safeguarding.</p> <p>8.2. Safeguarding is effective at all levels (prevention and intervention).</p>	<ul style="list-style-type: none"> • There is a Safeguarding Board that demonstrates effective leadership and manages the delivery of adult safeguarding policy and practice across all agencies, with representatives that are sufficiently senior to get things done • The Safeguarding Board provides challenge and support on the outcomes for and experiences of people needing services and the impact and effectiveness of service delivery to its member organisations • There are strong links between the Safeguarding Adults Board, the local strategic partnership (LSP), Health and Wellbeing Board and Community Safety Partnerships • There are clear protocols in place that integrate different agency procedures – for instance, between Serious Untoward Incidents and Safeguarding, Children’s and Adults Serious Case Reviews and so on. • There are mechanisms in place to ensure that the views of people who are in situations that make them vulnerable, and carers, inform the work of the board • Reporting mechanisms (to the board and from the board to the council and the boards of partner organisations) are clear and effective • Partners work in an atmosphere and culture of cooperation 	<ul style="list-style-type: none"> • Board reports and minutes • Council Executive and Scrutiny reports and minutes • NHS Trust, SHA, Police Authority and other Board papers and minutes