



NOTICE OF MEETING

The Executive

Tuesday 13 November 2018, 5.00 pm

Council Chamber - Time Square, Market Street, Bracknell, RG12 1JD

To: The Executive

Councillor Bettison OBE (Chairman), Councillor Dr Barnard (Vice-Chairman), Councillors D Birch, Brunel-Walker, Mrs Hayes MBE, Heydon, McCracken and Turrell

Gill Vickers

Executive Director: Delivery

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Published: 5 November 2018



The Executive

Tuesday 13 November 2018, 5.00 pm

Council Chamber - Time Square, Market Street, Bracknell, RG12 1JD

Sound recording, photographing, filming and use of social media at meetings which are held in public are permitted. Those wishing to record proceedings at a meeting are however advised to contact the Democratic Services Officer named as the contact for further information on the front of this agenda as early as possible before the start of the meeting so that any special arrangements can be made.

AGENDA

Page No

1. **Apologies**

2. **Declarations of Interest**

Members are asked to declare any Disclosable Pecuniary or Affected Interests in respect of any matter to be considered at this meeting.

Any Member with a Disclosable Pecuniary Interest in a matter should withdraw from the meeting when the matter is under consideration and should notify the Democratic Services Officer in attendance that they are withdrawing as they have such an interest. If the Disclosable Pecuniary Interest is not entered on the register of Members interests the Monitoring Officer must be notified of the interest within 28 days.

Any Member with an Affected Interest in a matter must disclose the interest to the meeting. There is no requirement to withdraw from the meeting when the interest is only an affected interest, but the Monitoring Officer should be notified of the interest, if not previously notified of it, within 28 days of the meeting.

3. **Minutes**

To consider and approve the minutes of the meeting of the Executive held on 16 October 2018.

5 - 10

4. **Urgent Items of Business**

Any other items which, pursuant to Section 100B(4)(b) of the Local Government Act 1972, the Chairman decides are urgent.

Executive Key Decisions

The items listed below all relate to Key Executive decisions, unless stated otherwise below.

5. **Arrangements for a Bracknell Forest Lottery**

To consider the findings of the Lottery Working Group which is recommending the establishment of a Bracknell Forest Lottery.

11 - 18

6. **Local Government and Social Care Ombudsman Annual Review Letter 2018**
To receive the Local Government and Social Care Ombudsman Annual Review letter 2018. 19 - 26
7. **Safeguarding Adults Annual Report 2017/18**
To share the Bracknell Forest and Windsor & Maidenhead Safeguarding Adults Board Annual Report 2017/18 with the Executive. 27 - 62
8. **Exclusion of Public and Press**
To consider the following motion:

That pursuant to Regulation 4 of the Local Authorities (Executive Arrangements) (Access to Information) Regulations 2012 and having regard to the public interest, members of the public and press be excluded from the meeting for the consideration of item 9 which involves the likely disclosure of exempt information under the following category of Schedule 12A of the Local Government Act 1972:

(3) Information relating to the financial or business affairs of any particular person (including the authority holding that information).

NB: No representations were received in response to the 28 day notice of a private meeting.
9. **Sale of Three (Legacy) Properties**
To seek the agreement of the Executive for the sale of three properties which are surplus to any requirements of the Council. 63 - 72

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EXECUTIVE
16 OCTOBER 2018
5.00 - 5.16 PM

Present:

Councillors Bettison OBE (Chairman), Dr Barnard (Vice-Chairman), Brunel-Walker, Mrs Hayes MBE, Heydon and Turrell

Apologies for absence were received from:

Councillors D Birch and McCracken

28. Declarations of Interest

There were no declarations of interest.

29. Minutes

RESOLVED that the minutes of the meeting of the Executive on 25 September 2018 together with the accompanying decision records be confirmed as a correct record and signed by the Leader.

Executive Decisions and Decision Records

The Executive considered the following items. The decisions are recorded in the decision sheets attached to these minutes and summarised below:

30. Children & Young People's Plan 2018-2021

RECOMMENDED that full Council approve and adopt the new Children & Young People's Plan, 2018-2021.

31. Sale of Unit A, Waterside Park

RESOLVED that:

- i. the best option for Unit A Waterside Park is to dispose of the freehold of the building.
- ii. authority is given to the Assistant Director: Property to sell the freehold of Unit A Waterside Park to the preferred bidder.

CHAIRMAN

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**Bracknell Forest Council
Record of Decision**

Work Programme Reference	I078851
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1. **TITLE:** Children & Young People’s Plan 2018-2021

2. **SERVICE AREA:** People

3. **PURPOSE OF DECISION**

For the Executive to recommend that full Council approve and adopt the new Children & Young People’s Plan, 2018-2021.

4. **IS KEY DECISION** Yes

5. **DECISION MADE BY:** Executive

6. **DECISION:**

That full Council approve and adopt the new Children & Young People’s Plan, 2018-2021.

7. **REASON FOR DECISION**

- i. The Council has a duty to promote cooperation between local partners. This plan articulates the way that partners will support this duty.
- ii. The plan has been developed in partnership by Bracknell Forest’s Children & Young People’s Board. This Board has key representation from the council, including the Executive Member and the Director of Children’s Services along with colleagues from agencies including the police force, health service and the voluntary sector.
- iii. It is important that partners have a clear, aligned focus for the work that we do to meet the needs of local children and families. This Plan provides that focus and is an opportunity to improve our collective impact.

8. **ALTERNATIVE OPTIONS CONSIDERED**

We discounted the option of not developing a new Plan, as this was not considered to be in the best interests of local children and young people.

9. **PRINCIPAL GROUPS CONSULTED:** Children and Young People’s Partnership Board

10. **DOCUMENT CONSIDERED:** Report of the Executive Director: People

11. **DECLARED CONFLICTS OF INTEREST:** None

Date Decision Made	Final Day of Call-in Period
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16 October 2018	23 October 2018
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**Bracknell Forest Council
Record of Decision**

Work Programme Reference	I078924
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1. **TITLE:** Sale of Unit A, Waterside Park

2. **SERVICE AREA:** Delivery

3. **PURPOSE OF DECISION**

To set out a proposal for the sale of Unit A Waterside Park.

4 **IS KEY DECISION** Yes

5. **DECISION MADE BY:** Executive

6. **DECISION:**

- i. the best option for Unit A Waterside Park is to dispose of the freehold of the building.
- ii. authority is given to the Assistant Director: Property to sell the freehold of Unit A Waterside Park to the preferred bidder.

7. **REASON FOR DECISION**

- i. Bids have been received for over £400,000 for the property and sales above this level is an Executive decision.
- ii. A disposal will remove any liabilities for future repairs, refurbishment and void costs.
- iii. To provide the Council with a capital receipt.

8. **ALTERNATIVE OPTIONS CONSIDERED**

- i. Ridge and partners (cost consultants) have carried out a full feasibility to re-roof and carry out a basic refurbishment of the accommodation. All partition walls would be removed but the existing ceiling would remain and the workshop rooms will be redecorated but remaining with no windows. The property could then be let either as a single unit or divided up into 2 separate office units and 1 workshop area, each of approximately 6,000 sq ft. The cost of the work has been estimated at £1.68m to £1.73m. Local agents, Haslams, have advised that a rental of up to £10/sqft could be achieved giving a total potential annual rent of up to £180,000. However, in order to let the units it is likely that a one year rent free period would be required and there is a significant risk that the units will remain vacant for a long period of time. During this time the Council will be liable for the payment of void costs and borrowing costs. If it was possible to let the whole of the space within a 3 year period the net yield, based on all costs up to the receipt of rent and a value of £875,000, would be in the region of 5%.
- ii. A feasibility has also been undertaken for the demolition of the existing building and the development of eight business units. The cost of the works have been estimated

at £6.17m. The size of each unit would be in the region of 2,400sqft and would have reasonable demand in the current market. The maximum likely rental income that could be obtained assuming all units were let will be in the region of £270,000pa, which would be insufficient to cover the interest and repayment costs of funding the works. The net yield based on all costs and land value of £875,000 is just under 4%.

- 9. **PRINCIPAL GROUPS CONSULTED:** N/A
- 10. **DOCUMENT CONSIDERED:** Report of the Executive Director: Delivery
- 11. **DECLARED CONFLICTS OF INTEREST:** None

Date Decision Made	Final Day of Call-in Period
16 October 2018	23 October 2018

**TO: EXECUTIVE
13 NOVEMBER 2018**

BRACKNELL FOREST LOTTERY Borough Treasurer

1 PURPOSE OF REPORT

- 1.1 To report on the findings of the Lottery Working Group established by the Executive in January 2018.

2 RECOMMENDATIONS

That the Executive:

- 2.1 **Confirms its support to establish a local lottery, to be named the Bracknell Forest Lottery, on the broad terms set out in the previous report to the Executive in January 2018;**
- 2.2 **Agrees to support the conclusions and recommendations of the Working Group as set out in paragraphs 5.8 a) – h), including specifically to;**
- a) **Adopt the terms and conditions for the involvement of local voluntary organisations in the Lottery, as set out in Annex A, which restricts involvement to charities active in the Bracknell Forest area;**
 - b) **Delegate authority to agree allocations from the lottery's central fund to the Executive member for Transformation and Finance (or such other Executive Member as the Leader may nominate from time to time), advised by a Working Group of non-executive councillors to be nominated by the Leader..**

3 REASONS FOR RECOMMENDATION

- 3.1 The Council acknowledges the positive impact that voluntary sector organisations can make in improving the lives of local people. It was agreed by the Executive at its meeting in January that establishing and promoting a local lottery that can secure funding for such organisations will allow the Council to support them in a sustainable way. The Working Group was established to advise the Executive on how a lottery would work in practice and to raise any additional points for consideration.

4 ALTERNATIVE OPTIONS CONSIDERED

- 4.1 Not applicable since it has already been determined that the conclusions of the Working Group will be reported back to the Executive.

5 SUPPORTING INFORMATION

- 5.1 At its meeting on 23 January 2018, the Council's Executive agreed to support the creation of a local lottery for Bracknell Forest and to establish a Working Group, chaired by the Chairman of Overview and Scrutiny, to engage with Gatherwell and with local voluntary sector organisations on arrangements for their involvement in the lottery. The Executive also agreed to consider a further report prior to the lottery going live that would propose a policy and process for agreeing which types of voluntary groups could put themselves forward for lottery support and for the allocation of the good causes central fund, based on findings of the Working Group.
- 5.2 The Working Group first met on 7 June and considered a presentation by Ben Speare, Managing Director of the lottery management company Gatherwell, which operates local lotteries on behalf of many local authorities, schools and other not for profit organisations.
- 5.3 Mr Speare explained the key elements of the lotteries operated by Gatherwell on behalf of local authorities and responded to questions from Working Group Members, with the key points being as follows:
- Lotteries were a way of raising money by opening up fundraising to optimistic and prize motivated supporters as well as traditional altruistic supporters;
 - Lotteries tend to be seen as positive by the public, as the Local Authority makes no profit but empowers other organisations, as long as this funding stream is additional to existing funding for good causes supported by the Local Authority;
 - Supporters can buy tickets over the phone but mainly do so through the lottery website, with the majority of purchases through recurring payment plans;
 - Tickets cost £1 per week although players are unable to sign up for a single week at a time, the minimum payment being £4.34 for a month;
 - Numbers are chosen in a combination from 0-9. Players choose their numbers or allow the system to choose a lucky dip. Players select who the main beneficiary of their ticket will be;
 - The odds of winning any prize are 1 in 50;
 - The jackpot is £25,000, however the risk of having to pay out and put the prize pot in deficit is underwritten by Gatherwell;
 - Gatherwell provide the Local Authority with a PCI compliant website, an allocated account manager, daily emails from the system to update on ticket sales, a support desk facility for players and beneficiaries, marketing materials and expertise in running lotteries;
 - Local authorities are responsible for agreeing criteria which good causes would need to comply with in order to participate and for checking beneficiary eligibility, for obtaining a Gambling Commission licence through appointing two named officers, and for the marketing responsibility of the lottery;
 - Local Authorities are required to commit to a year with the lottery, moving to a 3 month rolling notice thereafter;
 - Good cause beneficiaries were able to apply to join the lottery through the website, and would populate their own webpage;
 - There is no limit to the number of good causes able to participate, since each bring their own supporters;
 - Careful consideration would need to be given to the involvement of the Mayor's charity to avoid any perception that it was being favoured over others;
 - Income from lottery sales is split;
 - 60% goes to good causes
 - 50% to a chosen individual cause
 - 10% to a central fund, for which the rules are determined by the local authority

- 20% goes back as prizes
 - 20% covers running costs incurred by the external lottery manager (including 3% for VAT)
 - There is a £3,000 set up fee through Gatherwell plus a necessary Gambling Commission license costing £348 per year (based on revenues up to £100k), with a one-off application fee of £163, Lotteries Council membership costing £350 per year, plus an application fee of £25.
 - Total set-up costs would therefore be £3,886, with annual costs of £698.
- 5.4 The Working Group considered a proposed set of terms and conditions for a Bracknell Forest Lottery, using the model template provided by Mr Speare following the meeting. A key underpinning principle is that only organisations that are active within the Borough of Bracknell Forest are eligible to participate.
- 5.5 The Working Group met for a second time on 12 June with Phil Cook, General Manager from Involve, in attendance. As the “umbrella organisation” supporting local charities, it was felt that Involve were well placed to present the likely views of local charitable organisations on the creation of a local lottery for Bracknell Forest.
- 5.6 Mr Cook explained that Involve is a charity and company limited by guarantee, funded through core grants from Bracknell Forest and Wokingham councils and other sources such as the CCG, Bracknell Forest Homes and various grants. He gave an overview of the work of Involve, which includes supporting around 500 local charities, voluntary groups and community centres in Bracknell Forest and Wokingham boroughs.
- 5.7 Mr Cook felt that a local lottery for Bracknell Forest would represent a positive additional source of funding for the voluntary sector, as long as it was not used to replace local authority funding. With large, national charities tending to saturate the market for fundraising, a local lottery could appeal to people who would not normally donate to charity, encouraging the public to think differently and to donate via a different route, particularly if there was a clear focus on supporting local charitable organisations. He believed that the vast majority of groups in Bracknell Forest supported by Involve would be able to meet the proposed lottery terms and conditions. Some smaller groups may not have bank accounts, however they would be encouraged to do so as a matter of good practice.
- 5.8 The Working Group met for a third and final time on 19 September, to discuss how the “central fund” should be administered and to agree its recommendations to be reported to the Executive. The Working Group agreed to advise the Executive as follows;
- a) It supports the concept of a local lottery, with the core purpose of raising funds for local charities, voluntary organisations and good causes in the Borough.
 - b) The lottery should be named “The Bracknell Forest Lottery”.
 - c) Gatherwell should be appointed as the external lottery manager.
 - d) The Council will need to play a lead role in establishing the lottery (i.e. nominated officers for the Gambling Commission license, funding set up costs, approving the participation of good causes).

- e) It is very important that the funds should be viewed as additional to, rather than potentially replacing, the Council's core support to voluntary groups, particularly CAB, Involve and Shopmobility.
 - f) The participation of locally active charities should be encouraged and that the terms and conditions attached as Annex A should be adopted.
 - g) The Mayor's nominated charity would be able to participate in the Lottery in its own name, assuming it fulfils the proposed terms and conditions.
 - h) In order to avoid any perception of Members allocating money from the central fund in ways that would benefit the Council's core functions, decisions around the central fund should be taken by a Committee of Non-Executive Councillors, meeting each quarter, adopting a similar process to that operated by both Bracknell Town Council and Binfield Parish Councils who periodically invite applications for financial support from local voluntary organisations.
- 5.9 In respect of point (h) above, the Council's constitution does not permit Executive decisions (which would include under legislation allocation of the lottery central fund moneys) to be delegated to a group of non-executive councillors. It is therefore proposed that the final decision on allocations is delegated to an executive member, to be taken on advice from a working group of non-executive councillors who would meet to consider bids received for the funding available.

6 ADVICE RECEIVED FROM STATUTORY AND OTHER OFFICERS

Borough Solicitor

- 6.1 The establishment of a local lottery by a Council is an Executive function and is permissible under the General Power of Competence as set out in the Localism Act 2011. A tender process for the procurement of the lottery operator is not required as the award is for a public service concession under the Concessions Contract Regulations 2016 and Lotteries are in any event exempt from the Regulations.

Borough Treasurer

- 6.2 The financial implications are set out in the main body of the report. The scale of the central fund to be allocated by the Council will depend on the number of ticket sales. Based on the experience of Aylesbury Vale District Council, it is possible that the central fund could provide around £5,000 of funding for local groups, once the Bracknell Forest lottery is well established.

Equalities Impact Assessment

- 6.3 There are no direct implications from this paper.

Strategic Risk Management Issues

- 6.4 Should the lottery be created and subsequently prove to be unsuccessful, there would be reputational and limited financial risks for the council. These would be mitigated by working with an experienced lottery management company.
- 6.5 A lottery provides the opportunity for the council to continue to support local voluntary organisations despite its difficult financial position.

7 CONSULTATION

- 7.1 Involve, an organisation supporting and representing local community and voluntary groups, has been consulted.

Background Papers

Annex A – Terms and Conditions – Good Causes

Contact for further information

Stuart McKellar, Borough Treasurer – 01344 352180
Stuart.mckellar@bracknell-forest.gov.uk

Genny Webb, Principal Policy Officer – 01344 352172
Genny.webb@bracknell-forest.gov.uk

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Bracknell Forest Lottery

Terms and Conditions - Good Causes

We want to enable as many organisations as possible to participate as good causes in the Bracknell Forest Lottery. As you will be joining under our overall gambling licence (Gambling Act 2005) we have to ensure that organisations meet certain criteria. There is no application fee.

Your organisation must:

- Provide community activities or services within Bracknell Forest, which are of benefit to the residents of the Borough
- Have a formal constitution or set of rules
- Have a bank account requiring at least two unrelated signatories
- Operate with no undue restrictions on membership

And be either:

- A constituted group with a volunteer management committee with a minimum of three unrelated members that meets on a regular basis (at least three times per year)
- A registered charity, with a board of trustees

Or:

- A registered Community Interest Company, and provide copies of your Community Interest Statement, details of the Asset Lock included in your Memorandum and Articles of Association, and a copy of your latest annual community interest report

We will not permit applications from:

- Groups promoting a particular religious or political belief or activity, or a campaign that does not directly relate to the provision of community activities or services within Bracknell Forest
- Organisations that do not do work within the boundaries of Bracknell Forest
- Individuals
- Organisations which aim to distribute a profit
- Organisations with no established management committee/board of trustees (unless a CIC)

We are unable to accept applications that are incomplete.

The Council reserves the right to reject any application for any reason.

The council will reserve its rights to not accept or cease to license any organisation with a minimum of 7 days notice for any reason.

If fraudulent or illegal activity is suspected, cessation will be immediate.

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**TO: EXECUTIVE
13 NOVEMBER 2018**

**LOCAL GOVERNMENT AND SOCIAL CARE OMBUDSMAN
ANNUAL REVIEW LETTER 2018
Chief Executive**

1 PURPOSE OF REPORT

- 1.1 To receive the Local Government and Social Care Ombudsman Annual Review letter 2018.

2 RECOMMENDATION

- 2.1 **To note the Local Government and Social Care Ombudsman Annual Review letter 2018 at Annex A.**

3 REASONS FOR RECOMMENDATION

- 3.1 The Annual review letter provides the Executive with information to help assess the Council's performance in handling complaints.

4 ALTERNATIVE OPTIONS CONSIDERED

- 4.1 None considered.

5 SUPPORTING INFORMATION

- 5.1 The Local Government Ombudsman (LGO) investigates complaints about all local authorities and social care providers in England. Every year it publishes the information it sends to councils to support transparency and potentially improve local services for residents. This annual summary is the number of complaints and enquiries it has received about the council, and the decisions made about those complaints. The objective of the LGO is to secure, where appropriate, satisfactory redress for complainants and better administration for the authorities.
- 5.2 The LGO usually requires complainants to give the council an opportunity to deal with a complaint against it first, using the council's own complaints procedure. If the complainant is not satisfied with the action the council takes, he or she can complain to the LGO.
- 5.3 The LGO encourage council's to use these figures as the start of a conversation, and not an absolute measure of the health of the organisation. In the LGO review, high volumes of complaints can be a sign of an open, learning organisation, as well as sometimes being an early warning of wider problems. Low complaint volumes can be a worrying sign that an organisation is not alive to user feedback, rather than always being an indicator that all is well. However, the LGO are unsighted on Stage 1 and 2 complaints so the Executive are reminded that Bracknell Forest takes all complaints seriously and looks to resolve complaints at stage 1 or 2 of the complaints process wherever possible to prevent them escalating any further.

- 5.3 One of the Ombudsman's main roles is to remedy injustice, and try to put people back in the position they would have been in, had a fault not occurred. Recommendations may include apologies, financial remedies and/or procedural changes to help improve services for others.
- 5.4 The LGO's Annual Review Letter to the Council for 2017/18 is attached at Annex A. Key points to note are:
- 21 complaints were received by the LGO against the Council in 2017/18, 23 were received in 2016/17 and 26 were received in 2015/16.
 - As in 2016/17 the number of complaints made to the LGO about the Council was lower than any other Unitary Authority in Berkshire, and less than half the national average for all councils.
 - The LGO made formal decisions on 21 complaints against the Council (some of which related to complaints received in 2016/17).
 - Of those 21, only 4 complaints were deemed to be subject to a detailed investigation and only 2 of those have been categorised as upheld.
 - Although the upheld rate shown by the LGO might appear high at 50% the number of detailed investigations (4) is less than 10% of the complaints received, was the lowest amongst the Berkshire Councils and less than half of the national average.
- 5.5 It's important to explain further detail on the two complaints that have been categorised as "upheld" in the LGO Annual Review letter. In 2017-18 the LGO introduced new decision reasons, which allow them to recognise where an authority provides a satisfactory remedy before a complaint is brought to the LGO. In some cases, this change has created a discrepancy between the description given in the LGO's cover letter sent out at the time of their decision and how the complaint has been categorised for the purpose of the annual review letter. In the first of Bracknell Forest Council's upheld cases, the cover letter stated that the complaint was dealt with as "Closed after initial enquiries". However, due to the change in definition it has been categorised as "upheld". The LGO have apologised for the confusion this change has caused, and have advised that they are reviewing how they categorise complaints going forward based on the feedback they have received.
- 5.6 This change in definition is also relevant to the second complaint that has been categorised as "upheld". In this case a detailed investigation was carried out by the LGO, but in their report they found no additional fault or that any further remedy was needed on top of what the council had already provided at stage 3 of the internal complaints process.
- 5.7 Therefore, although two complaints have been categorised as "upheld", neither of them required any remedy by the LGO as they were both considered to be satisfactorily remedied by the Local Authority before any LGO involvement.
- 5.8 The Council continues to seek to learn from complaints and monitors complaints and their outcomes through the Quarterly Service Reports (QSRs). Separate annual reports are published on complaints received by Adult Social Care, Children's Social Care and Public Health which are governed by statutory requirements.

- 5.9 The LGO encourages councils to ensure that learning from complaints informs scrutiny at the local level. In support of this, the LGO have a dedicated section of their website to help scrutiny committees and councillors to hold their authority to account, this includes complaints data, decision statement, public interest reports, focus reports and scrutiny questions. This can be found at www.lgo.org.uk/scrutiny.

6 ADVICE RECEIVED FROM STATUTORY AND OTHER OFFICERS

Borough Solicitor

- 6.1 The Monitoring Officer, is required by Section 5A of the Local Government and Housing Act 1989 to prepare a report to the Executive on any cases where the LGO had determined there was maladministration by the Council in the discharge of its Executive functions or the Council for those relating to a non Executive functions. These reports are required to be copied to each Member of the Council. There is an additional and quite separate requirement on the Council which is subject to a finding of Maladministration under the Local Government Act 1974 to notify the LGO within three months from the publication of the LGO's final report of the action which has been taken or will be taken in response to the report. There has been no cause to issue any such report in 2017/18.

Borough Treasurer

- 6.2 There are no financial implications arising from the recommendations in this report.

Equalities Impact Assessment

- 6.3 There are no direct impact issues to be considered.

Strategic Risk Management Issues

- 6.4 This report presents no strategic risk management issues for the Council.

7 CONSULTATION

Principal Groups Consulted

- 7.1 Legal Services

Method of Consultation

- 7.2 Email

Representations Received

- 7.3 Incorporated in the report.

Background Papers

Quarterly Service Reports (QSRs) 2017/18

Contact for further information

Timothy Wheadon, Chief Executive - 01344 352180
Timothy.wheadon@bracknell-forest.gov.uk

Genny Webb, Principal Policy Officer – 01344 352172
Genny.Webb@bracknell-forest.gov.uk

18 July 2018

By email

Timothy Wheadon
Chief Executive
Bracknell Forest Council

Dear Timothy Wheadon,

Annual Review letter 2018

I write to you with our annual summary of statistics on the complaints made to the Local Government and Social Care Ombudsman (LGSCO) about your authority for the year ended 31 March 2018. The enclosed tables present the number of complaints and enquiries received about your authority and the decisions we made during the period. I hope this information will prove helpful in assessing your authority's performance in handling complaints.

Complaint statistics

In providing these statistics, I would stress that the volume of complaints does not, in itself, indicate the quality of the council's performance. High volumes of complaints can be a sign of an open, learning organisation, as well as sometimes being an early warning of wider problems. Low complaint volumes can be a worrying sign that an organisation is not alive to user feedback, rather than always being an indicator that all is well. So, I would encourage you to use these figures as the start of a conversation, rather than an absolute measure of corporate health. One of the most significant statistics attached is the number of upheld complaints. This shows how frequently we find fault with the council when we investigate. Equally importantly, we also give a figure for the number of cases where we decided your authority had offered a satisfactory remedy during the local complaints process. Both figures provide important insights.

I want to emphasise the statistics in this letter reflect the data we hold, and may not necessarily align with the data your authority holds. For example, our numbers include enquiries from people we signpost back to the authority, some of whom may never contact you.

In line with usual practice, we are publishing our annual data for all authorities on our website, alongside an annual review of local government complaints. The aim of this is to be transparent and provide information that aids the scrutiny of local services.

Future development of annual review letters

Last year, we highlighted our plans to move away from a simplistic focus on complaint volumes and instead turn focus onto the lessons that can be learned and the wider improvements we can achieve through our recommendations to improve services for the many. We have produced a new corporate strategy for 2018-21 which commits us to more comprehensively publish information about the outcomes of our investigations and the occasions our recommendations result in improvements to local services.

We will be providing this broader range of data for the first time in next year's letters, as well as creating an interactive map of local authority performance on our website. We believe this will lead to improved transparency of our work, as well as providing increased recognition to the improvements councils have agreed to make following our interventions. We will therefore be seeking views from councils on the future format of our annual letters early next year.

Supporting local scrutiny

One of the purposes of our annual letters to councils is to help ensure learning from complaints informs scrutiny at the local level. Sharing the learning from our investigations and supporting the democratic scrutiny of public services continues to be one of our key priorities. We have created a dedicated section of our website which contains a host of information to help scrutiny committees and councillors to hold their authority to account – complaints data, decision statements, public interest reports, focus reports and scrutiny questions. This can be found at www.lgo.org.uk/scrutiny I would be grateful if you could encourage your elected members and scrutiny committees to make use of these resources.

Learning from complaints to improve services

We share the issues we see in our investigations to help councils learn from the issues others have experienced and avoid making the same mistakes. We do this through the reports and other resources we publish. Over the last year, we have seen examples of councils adopting a positive attitude towards complaints and working constructively with us to remedy injustices and take on board the learning from our cases. In one great example, a county council has seized the opportunity to entirely redesign how its occupational therapists work with all of its districts, to improve partnership working and increase transparency for the public. This originated from a single complaint. This is the sort of culture we all benefit from – one that takes the learning from complaints and uses it to improve services.

Complaint handling training

We have a well-established and successful training programme supporting local authorities and independent care providers to help improve local complaint handling. In 2017-18 we delivered 58 courses, training more than 800 people. We also set up a network of council link officers to promote and share best practice in complaint handling, and hosted a series of seminars for that group. To find out more visit www.lgo.org.uk/training.

Yours sincerely,



Michael King
Local Government and Social Care Ombudsman
Chair, Commission for Local Administration in England

Local Authority Report: Bracknell Forest Council
For the Period Ending: 31/03/2018

For further information on how to interpret our statistics, please visit our website:
<http://www.lgo.org.uk/information-centre/reports/annual-review-reports/interpreting-local-authority-statistics>

Complaints and enquiries received

Adult Care Services	Benefits and Tax	Corporate and Other Services	Education and Children's Services	Environment Services	Highways and Transport	Housing	Planning and Development	Other	Total
4	0	1	8	1	3	4	0	0	21

25

Decisions made

Incomplete or Invalid	Advice Given	Referred back for Local Resolution	Closed After Initial Enquiries	Detailed Investigations			Total
				Not Upheld	Upheld	Uphold Rate	
0	0	11	6	2	2	50%	21

Notes

Our uphold rate is calculated in relation to the total number of detailed investigations.
 The number of remedied complaints may not equal the number of upheld complaints. This is because, while we may uphold a complaint because we find fault, we may not always find grounds to say that fault caused injustice that ought to be remedied.

Complaints Remedied

by LGO	Satisfactorily by Authority before LGO Involvement
0	2

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To: **The Executive**
13 November 2018

Bracknell Forest and Windsor & Maidenhead Safeguarding Adults Board Annual Report 2017/18
Executive Director of People

1 Purpose of Report

- 1.1 To share the Bracknell Forest and Windsor & Maidenhead Safeguarding Adults Board Annual Report 2017/18 with the Executive.

2 Recommendation(S)

- 2.1 **That the Bracknell Forest and Windsor & Maidenhead Safeguarding Adults Board Annual Report 2017/18 be received and the key messages and recommendations noted.**

3 Reasons for Recommendation(S)

- 3.1 The Care Act 2014 states that each Safeguarding Adults Board (SAB) must publish an annual report detailing what the SAB has done during the year to achieve its main objectives, as well as detailing the findings of any Safeguarding Adults Reviews and subsequent action.
- 3.2 Ensuring there is a Safeguarding Adults Board and that the Board is effective is a statutory duty for the Council; as such it is important that the Executive is sighted on the work of the Board.

4 Alternative Options Considered

- 4.1 None.

5 Supporting Information

- 5.1 During 2017/18 the Bracknell Forest and the Windsor and Maidenhead Safeguarding Adult Boards merged to create a new single Bracknell Forest and Windsor & Maidenhead SAB. The new Board arrangements commenced on 1 July 2017.
- 5.2 The Report details the breadth of activity undertaken by the Board and identifies the achievements against the Board's strategic business plan for the year.
- 5.3 The findings of Safeguarding Adult Reviews arranged by the Board and which have concluded in the year are contained in the report as well as details of the review which was on-going at the end of 2017/18.
- 5.4 Case studies demonstrate the partnership approach to keeping people safe and the commitment to "making safeguarding personal". The case studies also demonstrate partners' contributions to the Board's strategic direction through application of the multi-agency safeguarding policy and procedures and the Board's new multi-agency risk framework

6 Consultation and Other Considerations

Borough Solicitor

6.1 Not applicable.

Borough Treasurer

6.2 Not applicable.

Equalities Impact Assessment

6.3 No formal assessment has been made. The work of the Board referred to in the Annual Report is in line with the Care Act 2014.

Strategic Risk Management Issues

6.4 The Safeguarding Adults Board approved its Annual Report on 20 September 2018.

Background Papers

Bracknell Forest and Windsor & Maidenhead Safeguarding Adults Board Annual Report 2017/18

Contact for further information

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**Bracknell Forest and
Windsor & Maidenhead**
Safeguarding Adults Board

**Bracknell Forest and Windsor &
Maidenhead Safeguarding Adults Board
Annual Report 2017-18**

“Safeguarding is Everyone’s Business”

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1 Preface

- 1.1 This report covers the period 1st April 2017 to 31st March 2018 in accordance with the Care Act 2014. It will be submitted to the Royal Borough of Windsor and Maidenhead (RBWM) Managing Director, Bracknell Forest Council (BFC) Chief Executive, Leaders of each local authority, the Local Police and Crime Commissioner and the Chairs of the Health and Well Being Boards. It should also be presented to the Boards of the CCG and all partner agencies.

2 Introduction

- 2.1 The Care Act 2014 put safeguarding adults on a legal footing for the first time and required Safeguarding Adults Boards to be set up across local authority areas to encourage partner organisations to work together and ensure local arrangements effectively help and protect adults in the local area so that everyone can live safely, free from abuse and neglect.
- 2.2 The Care Act 2014 also required all agencies to promote individual wellbeing with a multi-agency approach to achieving positive outcomes for people who use services. The accompanying statutory guidance - Making Safeguarding Personal – required a change in day to day practice and organisational culture to allow the person who may be at risk to be put in charge of their own life. This requires agencies to listen to the person’s voice about what they want and the outcomes that they are seeking from any safeguarding intervention.
- 2.3 The Care Act 2014 required each local authority to establish a Safeguarding Adults Board with core membership from the local authority, the Police and the local Clinical Commissioning Group. In July 2017 The Bracknell Forest Safeguarding Adult Board and the Windsor & Maidenhead Safeguarding Adult Board merged to form the Bracknell Forest and Windsor & Maidenhead Safeguarding Adult Board.
- 2.4 This is the first annual report of the Bracknell Forest and Windsor & Maidenhead Safeguarding Adult Board. It describes the implementation of the Board’s 2017 / 18 strategic plan as well as future challenges. In line with the requirements set out in the Care Act the Board has continued to develop its strategic plan during the year.

3 Independent Chairs Report – Terry Rich

3.1 It has been a great pleasure to have led the work to create the new Safeguarding Adults Board covering both Bracknell Forest and the Royal Borough of Windsor & Maidenhead. Whilst both previous Boards had their strengths, the new merged Board has significant advantages. Some of those include:



- A greater sense of independence for the Board – it is no longer perceived as a body of a single local authority
- Increased range of partners involved and active in the Board and its work
- The inclusion of Public Health in the Board has been a very welcome addition
- Greater opportunities for shared learning – with a wider area covered and more partners at the table
- Local benchmarking of activity and performance across the two local authority areas
- Less duplication of effort – statutory partners no longer need to attend two Boards to cover the same business

3.2 Over our first year, the Board has been working on delivering priorities brought forward from the two previous Board Business plans. Our progress is set out later in this report. An important aspect of the work has been the establishment of the Quality Assurance Sub Group which will be key to supporting the work of the Board. Already it has been exploring the possible reasons behind the very different volume of safeguarding activity across the two local authority areas. It is also delivering on our plan for regular multi agency case audits.

3.3 One of the early findings of the Board has been a stark difference in the numbers of safeguarding concerns and enquiries received and managed within the two local authority areas of RBWM and Bracknell Forest. Later in this report there is some detail of some of the work undertaken to uncover the reasons behind the variation – differences to how initial referrals are categorised for example and the far larger number of care homes within Windsor and Maidenhead compared to Bracknell Forest. However, there is still more to be done to get to the bottom of the issue. Whilst to date there is no indication that people are any more safeguarded in either authority – the very substantial difference in recorded activity could have implications for how effectively resources are being used, for example, and whether current systems for triaging and prioritising input are as effective as they might be.

3.4 The Board has managed a number of SARs over the last year. These are detailed later in the report. One SAR concerned the care given to a person with learning disabilities at the end of his life. It raised important questions about the awareness of professionals within the learning disability field of issues relating to diseases of later life and of end of life care. It has prompted the Board to arrange its first annual Safeguarding Conference and for the conference to focus on that issue. An impressive line-up of experts in the field will be attending and I hope that it will help us all to develop a better understanding

of the most appropriate models of care to keep people with learning disabilities safeguarded throughout their lives and particularly towards later and end of life.

- 3.5 The purpose of the Safeguarding Adults Board is to ensure that partners are working effectively together to safeguard adults with care needs. So as Independent Chair it is only proper to expect a view of whether the evidence points to those arrangements being effective in the area covered by the Board. It is clearly beyond the ability of a Chair or a Board to be able to assert that systems are such that everyone is safeguarded from harm or abuse. However, it is clear from the work of the Board and of the information provided to it, that statutory partners are effectively working together to minimise the risk of harm and where concerns arise, to make appropriate enquiries and ensure that safeguarding plans are in place to mitigate risks.
- 3.6 Concerns remain as to whether the discrepancies in activity across the area are significant and there is important learning to be taken and implemented from the SARs undertaken during the year to ensure that systems are improved and become even more robust. Examples of this include the importance of ensuring that awareness of fire safety is embedded within all professional practice, and that those who self-fund their care or receive direct payments are equally protected as those receiving council funded care.
- 3.7 I am retiring from my role of Independent Chair at the end of September 2018. Having spent 4 and a half years chair the SAB in Windsor and Maidenhead and latterly the joint board, I have seen a growth in participation and engagement of partners and a real commitment to ensuring that safeguarding is everybody's business.
- 3.8 For the future, I believe that it will be important that partners continue to engage in a spirit of openness and transparency – able to challenge and willing to be challenged, ready to learn and to share learning, keen to engage with those who rely on care services, and critically recognising that in today's world, the vast majority of social care and an increasing amount of health care is delivered on behalf of the traditional public sector organisations by private and independent sector organisations. The challenge will continue to be how safeguarding arrangements, including the Board, become more open and inclusive of those agencies. It will become increasingly less relevant for Safeguarding Boards to be dominated by the traditional public sector partners, and increasingly important to ensure that providers – of healthcare, of care for older adults, for providers of supported living services for people with mental health needs or learning disabilities are all brought to the table.



Terry Rich

Independent Chair, Bracknell Forest and Windsor & Maidenhead Safeguarding Adult Board

4. Safeguarding Adults Boards Governance and Accountability

4.1 The main objective of the Board is to assure itself that local safeguarding arrangements, and partners, act to help and protect adults in the area who meet the criteria set out in the Act. That is, they:

- have needs for care and support and
- are experiencing, or at risk of, abuse or neglect and
- as a result of those care and support needs are unable to protect themselves from risk of, or experience of, abuse

4.2 The SAB has a role in overseeing and leading adult safeguarding across the locality. It has a role too as a source of advice and assistance. This includes a focus on:

- assuring itself that safeguarding practice is person-centred and outcome-focused
- working collaboratively to prevent abuse and neglect where possible
- seeking assurance that agencies and individuals give timely and proportionate responses when abuse or neglect have occurred
- assuring itself that safeguarding practice is continuously improving and enhancing the quality of life of adults in its area.

4.3 The SAB has a strategic role and is comprised of three core duties:

- publishing a strategic plan for each financial year setting out how it will meet its main objective
- publishing an annual report detailing the activities of the SAB
- deciding when a safeguarding adult review (SAR) is necessary, arranging for its conduct and if it so decides, implementing the findings.

4.4 The Board has responsibility for safeguarding partnership working across other key agencies; this oversight ensures it applies effective processes and procedures to protect those adults most at risk and offers appropriate support. It also ensures that those agencies practise to a high standard and can evidence their performance.

5. Local Context

5.1 Demographics

5.1.2 Demographics provide a focus for the board; nationally between 500,000 and 800,000 older people are subject to abuse and/or neglect in the UK each year and this number is set to rise by 1.6 million by 2050. The number of people aged 18 and over in Windsor and Maidenhead is 114,639 compared to 91,273 in Bracknell Forest. The number of people aged 65 and over in Windsor and Maidenhead and in Bracknell Forest is projected to rise from the current populations of 27,293 and 16,669 respectively (ONS Mid-Year 2011 estimates). This, together with increasing numbers of people with disabilities reaching adulthood, places additional demands on adult services.

5.1.3 There are a significantly larger number of care homes in Windsor and Maidenhead compared to Bracknell Forest. There are 1339 care home places available in the 38 care homes in Windsor and Maidenhead compared to 439 in the 15 Bracknell Forest Care Homes.

5.2 Local Arrangements

5.2.1 At the end of 2016/17 a decision was taken to merge the Bracknell Forest and Windsor & Maidenhead Safeguarding Adult Boards into a single Bracknell Forest and Windsor & Maidenhead SAB. Whilst this decision was one for the local authorities in consultation with their statutory partners, the matter was discussed in detail by each individual Board and subject to ensuring that a local focus is not lost, both Boards were supportive of the move.

5.2.2 The new Board has grown following the merger which was effective from 1 July 2017. The Board comprises senior leads from statutory and non-statutory partners and is supported by both local, East-Berkshire-wide and pan-Berkshire-wide sub groups. Details of member attendance at the Board are given in Appendix 1.

5.2.3 All partner organisations in Bracknell Forest and Windsor & Maidenhead are expected to prioritise safeguarding with an approach based on promoting dignity, rights, respect, helping all people to feel safe and making sure safeguarding is everyone's business. The Board leads adult safeguarding arrangements across its locality.

5.2.4 The Board develops and actively promotes a culture with its members, partners and the local community that recognises the values and principles contained in 'Making Safeguarding Personal'. The Board has an independent chair and meets on a quarterly basis. The attendance record for the Board is set out in Annex B. The Board's member organisations are currently:-

Royal Borough of Windsor and Maidenhead	Berkshire Care Association
Bracknell Forest Council	Frimley Health NHS Foundation Trust
Optalis	Royal Berkshire Fire and Rescue Service
Thames Valley Police Local Policing Areas	Involve
Thames Valley Police Protecting Vulnerable People	Alzheimer's Dementia Support
Public Health	Healthwatch
East Berkshire Clinical Commissioning Group	Care Quality Commission
Berkshire Healthcare NHS Foundation Trust	Radian Housing
West London Mental Health Trust	Bracknell Forest Homes
National Probation Service	Housing Solutions

5.2.5 The SAB met three times in the year providing oversight and direction to strategic and operational safeguarding activity across Bracknell Forest and Windsor & Maidenhead. A business planning session was held in September 2017 which was an important

opportunity to agree the new 2 year strategic business plan for the newly formed Board and setting out the priorities for the year to come.

5.3 Finance & Resources

5.3.1 As there is no national formula for SAB funding; levels of contribution are agreed locally. RBWM and Bracknell Forest Council, as the local authorities, currently contribute just under 66% of the Board's direct funding. In addition, Bracknell Forest Council hosts the Safeguarding Board's business unit. The CCG and Thames Valley Police are the only other partners who currently contribute to the Board. Income and expenditure for 2017/18 are shown in Appendix 2.

5.3.2 Whilst it is possible for SABs to budget for planned activities, Safeguarding Adults Reviews (SARs) or other learning reviews present unpredictable financial pressures. The SAB currently has no contingency to cover these unplanned eventualities

6 Progress on Priority Areas in Strategic Business Plan

6.1. The progress of actions in the strategic business plan, agreed at the Board development day and ratified at the Board's October meeting, have been monitored throughout the remainder of 2017/18.

6.2 Over the past year the Safeguarding Adult Board has:

- Implemented a communications strategy
- Implemented an escalation policy
- Piloted the risk framework
- Developed a newsletter
- Developed and implemented a new Board website
- Developed the structure of sub groups
- Implemented a quality assurance framework
- Developed and implemented a new safeguarding adult review protocol
- Implemented two new safeguarding reviews and concluded a third

6.3 The strategic business plan, demonstrating progress of all actions, is included in Appendix 3

7 Work of Sub Groups

7.1 Quality Assurance Sub Group

7.1.1 The Quality Assurance Sub Group has met on a quarterly basis and has developed and implemented a quality assurance framework to drive its work. This work has included:

- Monitoring performance data - bringing together quantitative multi-agency data on: trends in the nature and reporting of abuse; multi- agency responses; and outcomes for adults at risk.
- Monitoring qualitative information - collating views/ feedback from customers, carers, families, and staff to establish that safeguarding arrangements are working, delivering the outcomes people want and making a difference.
- Carrying out a desk top review of the Board's work - looking at how well the Board fulfils its statutory duties to understand if partners are working effectively together to keep people safe.
- Implementing a partners' self-assessment audit - evaluating the quality of individual agency safeguarding arrangements and developing action plans to improve how agencies keep people safe.
- Implementing local audits – evaluating the quality of concerns and enquiries recorded

7.1.2 The Sub Group identifies areas for further analysis and improvement and makes recommendations as to how these improvements can be achieved. The Quality Assurance Sub Group has reported its work to the Board on a quarterly basis.

7.2 The East Berkshire Learning and Development Sub Group

7.2.1 The Learning and Development Sub Group's membership is drawn from members of the Slough and the Bracknell Forest and Windsor & Maidenhead Safeguarding Adult Boards. The group has been focussing on delivering a learning event to disseminate the learning resulting from a recent safeguarding adult review. The event took place in the Autumn of 2017/8 and has provided a model for future learning events.

7.2.2 The East Berkshire learning and development group will focus on developing and implementing a multi-agency training needs analysis with the further aim of developing in future years a multi-agency training programme, along with a training evaluation system to measure the impact of training provided.

7.3 The Pan Berkshire Policy and Procedures Sub Group

7.3.1 The policy and procedures sub group's membership is drawn from members of the three safeguarding adult boards in Berkshire. It has a stated purpose of:

- Ensuring that policy commissioned by the Boards across Berkshire is developed and reviewed on a regular basis (twice yearly);
- Ensuring that procedures are developed to ensure that safeguarding adults' activity in Berkshire is robustly and effectively co-ordinated between and within each agency;
- Ensuring that all policy and procedures promote confidentiality, dignity and effective access to safeguarding for all communities across Berkshire and promote Making Safeguarding Personal in line with legal requirements.

7.3.2 A new pan Berkshire policy and procedures website was developed during 2017 to host a further revised version of the pan Berkshire policy and procedures. The website was launched in November 2017 and the policy and procedures will continue to be reviewed and updated bi-annually.

7.4 The Safeguarding Adult Review (SAR) Sub Group

7.4.1 The SAR Sub Group has co-ordinated the completion of two Safeguarding Adult Reviews during 2017/8. The Board has a duty under the Care Act to report on completed Safeguarding Adult Reviews within its Annual Report and the summary of these two completed reviews are contained within Section 11.

7.4.2 The SAR Sub Group has initiated a further Safeguarding Adult Review during 2018/19. The outcomes of this review will be reported in a future annual report.

7.5 Performance Working Party

A performance working party was created to develop the performance information required for the new Board. The working party has overseen the audits of the different numbers of concern and enquiries recorded in each local authority area. Moving forward the working group will concentrate on developing a multi-agency safeguarding performance information for the Board.

7.6 Risk Framework Task and Finish Group

The Group was created to implement a new risk framework to support those who do not engage with safeguarding process and also those who do not meet safeguarding thresholds. Following a series of pilots, an implementation programme and guidance has been developed for implementation of the framework throughout the Board area.

7.7 Conference working Group

A working group was created to organise a conference to disseminate learning from a local safeguarding adult review. The conference entitled 'Ageing Well with Learning Disability' is scheduled to take place on 18 October 2018.

8 Contribution of Partners

8.1 Partner organisations have continued to work together as a Board and partners' contributions have been focussed on implementing the new arrangements for the new Board. Partner contributions have included the following:

Taking part in task and finish and working groups to develop the Board's work

8.2 Partner organisation representatives have contributed to the work of all sub groups, working groups and task and finish groups. Representatives have also contributed to two development days.

Taking part in a board development questionnaire

8.3 Partners provided valuable feedback to a number of questions aimed to determine development areas for the Board as a whole. Common areas for improvement identified which were considered in the end of year development review session included:

- Improving the use of data to identify risks trends
- Strengthening links with other Strategic Partnerships

Taking part in a partner self-assessment to provide assurance that safeguarding arrangements are in place in partner organisations and to facilitate improvement planning in each organisation

8.4 During 2017/18 the self-assessment was carried out by the larger public sector partner organisations with the aim of providing assurance regarding safeguarding arrangements and identifying areas for improvement. However a more concise voluntary sector questionnaire was developed for trialling during 2018/19. A provider self-assessment will also be developed during 2018/19. Common areas for development highlighted in the self-assessments which were considered in the end of year development review session included

- Training / Assessing Competency; learning from SARs
- Embedding and recording Making Safeguarding Personal
- Capturing the voice of the adult at risk /user and community involvement
- Making information available to the public
- Auditing
- Recording
- Safeguarding arrangements for commissioning / commissioned services
- PREVENT

9 Case Studies - Examples of how partners are working together to implement the Board's strategy and Keeping People Safe through a personalised approach

The overall approach to safeguarding adults within Bracknell Forest and Windsor & Maidenhead aims to promote independence, wellbeing, social inclusion and maximise choice in service provision and safeguarding support. The following case studies demonstrate Board members approaches to keeping people safe and the commitment to "making safeguarding personal", and demonstrate partners' contributions to the Boards strategic direction through application of the multi-agency safeguarding policy and procedures and the Boards new multi-agency risk framework.

Case Study 1 – Mr and Mrs X

Mr and Mrs X are a married couple in their mid-seventies. Mrs X has the early on-set of dementia and during an argument Mr X struck Mrs X which resulted in her attending hospital. The hospital contacted the Police and Adult Social Care to inform them of safeguarding concerns for Mrs X. A practitioner from the Community Mental Health Team for Older Adults (CMHTOA) contacted Mrs X to offer support through the Safeguarding process and Mrs X agreed that this was what she wanted to happen.

Mrs X said she did not wish to return to her home and initially went to stay at her daughter's house; however this could only be a short term arrangement due to her daughter's family situation so Mrs X went to an alternative respite placement arranged by CMHTOA. Mrs X agreed to the support of an independent advocate throughout the Safeguarding enquiry and this was arranged by CMHTOA.

The advocate attended Safeguarding Meetings with Mrs X; Thames Valley Police were also there to provide updates and information on the criminal process following the assault that took place from Mr X. Berkshire Woman's Aid provided support and attended the safeguarding meetings; they advised Mrs X specifically on the domestic abuse support they would be able to offer her both at the time and beyond the Safeguarding enquiry process. Mrs X's Care Manager from CMHTOA attended the Meetings and informed her about the Adult Social Care options available to her and the options for her current accommodation situation.

At the safeguarding meeting Mrs X said she was pleased to have so much support available to her within the one place. She liked the assistance of the advocate and felt she was being supported to make the decisions she wanted too. Mrs X decided she would pursue the criminal charges outside of the safeguarding meeting so this was arranged between herself, the advocate and the police as a separate action. Mrs X said that the meeting enabled her to discuss all her options openly and without judgement from anyone; she said that her family had very clear opinions on what they felt she should do for the best but the Safeguarding process enabled her to come to the decision she wanted, away from these outside influences.

Case Study 2 – Case of “A”

A safeguarding referral was made to Optalis by the police. They had seen a rise in calls from a neighbour about ‘A’ concerning the alleged theft of a cat. Police had visited the address on numerous occasions to retrieve the cat and to return it to its rightful owner. On one occasion, the police called to arrest ‘A’ for the theft of the cat. However, ‘A’ was de-arrested at the scene, when the cat was found sunning itself freely in the garden.

Whilst in the garden the police noticed the dilapidation of the exterior of the property and the unkempt and unclean condition of ‘A’. They did not enter the house but could see inside the front door that the house was very dark and there looked to be evidence of hoarding, as there was only a narrow walkway visible inside the door. ‘A’ was unclean and her clothing was dirty.

Due to repeated complaints from neighbours about rat infestation and the dilapidation of the property, Environmental Health had been called to the address, but were unable to access the property as ‘A’ would not let them inside. They could see that a lean-to to the rear of the property had collapsed and there was a slight bow in the roof. It was noted ‘A’ leaves bowls of food outside for the rats and other creatures to feed on.

Two staff from the Physical Disability and Older Persons Team (PDOPT) visited the address in response to the safeguarding referral. As the gate to the address was chained and padlocked, they could not gain entry to the garden, or knock on the door. Whilst present at the address, ‘A’ returned to the property and questioned the presence of the social workers. ‘A’ would not let them inside the gate. The social workers noted the dirty and unkempt appearance of ‘A’. They were unable to fully assess her capacity as she answered a number of their questions cogently and told them she required no support from Social Services and to leave.

The police called a multi-agency meeting. In attendance were four staff from Adult Social Care, two police officers and a community support officer, Environmental Health, a senior Royal Berkshire Fire and Rescue officer and senior officer from the RSPCA. The multi-agency risk assessment was used to ascertain the risks and to allocate further follow-up tasks to professional colleagues.

At the Chaotic Lifestyles meeting chaired by TVP, further information was shared. The GP had provided health information to the Local Authority. ‘A’ had written to the surgery requesting she was removed from their list of patients. She had not attended the surgery for five years and had declined all routine medical checks and vaccinations.

The RSPCA had visited the property every day for a fortnight to try to catch the cat. ‘A’ would not allow traps to be set on her property. They did not pursue further action having spoken to the owner of the cat and confirming the cat is not confined at ‘A’s’ home and is free to come and go at will.

A further visit was made by Social Services. The interview took place over the padlocked gate. ‘A’ declined all services from the Local Authority. There was no evidence from the conversation ‘A’ lacked capacity. She looked and said she was well, although she was still unclean and was wearing the same clothes she had on 6 weeks previously. ‘A’ said she

had sold her property to the farmer at the end of the lane and would be moving elsewhere in September. This information was later confirmed in a letter provided to Environmental Health.

'A's daughter had been contacted by Social Services. The daughter said she was concerned by the decline in her mother. She said she last visited at Christmas, but had not been inside the house for 15 years. There had been a family break up some years earlier and the daughter had very little contact with her mother over the years. She confirmed that 'A' had always appeared to have long-standing mental health issues, but had declined all medical intervention and had no formal diagnosis of mental illness.

Adult Social Care kept the care management case open, in order to try to build a rapport with 'A'. The safeguarding enquiry was closed as it was deemed to be a care management issue.

Environmental Health continued to monitor the situation and to try to build a rapport with 'A'. They had no powers to intervene or to enter the property without the owner's consent.

The Fire Service offered fire safety advice in the form of leaflets, but could not enter and inspect the property without the consent of 'A'.

The Community Support Officer continued to make occasional visits to the address as they had built a rapport with 'A'.

At the Chaotic Lifestyles meeting, Thames Valley Police confirmed there had been no more calls to the address since the RSPCA intervened. 'A's case would continue to be reviewed at Chaotic Lifestyles Panel meetings.

The risk assessment framework was used in this case because:

- Agencies worked together to ensure all essential actions are carried out in a timely way.
- Agencies could demonstrate a 'joined-up' approach to managing the risk.
- It promoted engagement with the family and friends of the person at risk. They ensured the persons views are taken into account.
- Actions and progress were carried out at the persons pace.
- The risk assessment framework clarified the reasons behind decisions taken.
- Regular review of the risk assessment kept it current and provided timely intervention.
- It provided a multi-agency response to high levels of risk

10 Performance Information

Number of Safeguarding Concerns

	Bracknell Forest	Windsor & Maidenhead	South East	England
Concerns	369	922	53,490	364,605
Concerns per 100,000 population	404	804	754	839
Concerns progressing to enquiry	76	370	24616	151160
% of concerns progressing to enquiry	21%	40%	46%	41%

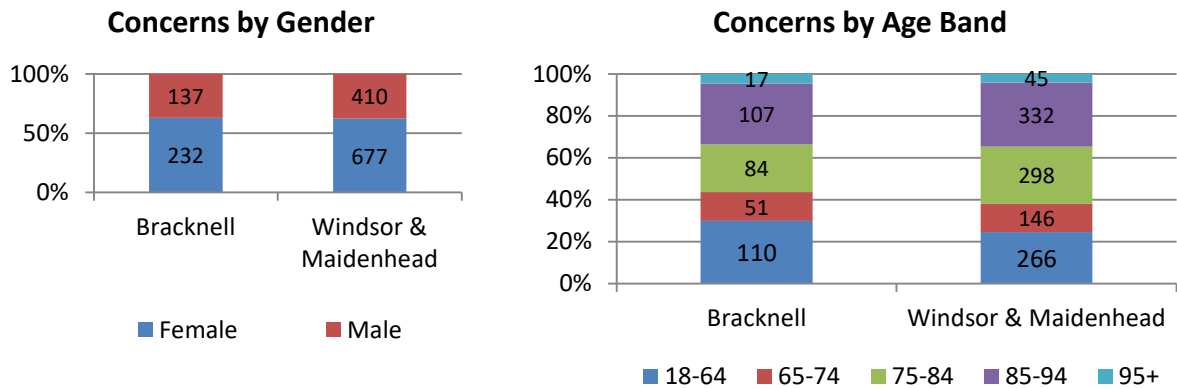
10.1 There was an increase in the number of concerns recorded in Bracknell Forest compared to the previous year (2016/17 – 293) whilst in Windsor and Maidenhead there was a decrease in the number of concerns recorded compared to the previous year (2016/17 – 293). The number of concerns recorded in Windsor and Maidenhead is similar to those recorded for the South East and England (2016-17 data) as a whole, whereas the number of concerns recorded in Bracknell Forest is much lower. An investigation has revealed that the difference in the number of concerns recorded is primarily due to the method of recording and that all concerns are analysed on receipt before being recorded, with a proportion being dealt with separately through case management or signposting to other services. In Windsor and Maidenhead there is no initial analysis and all concerns received are recorded as such, although they may be referred to case management or signposted at a later date. The investigation concluded that processes in each local authority are safe with all concerns being dealt with appropriately.

Number of Section 42 Safeguarding Enquiries Completed

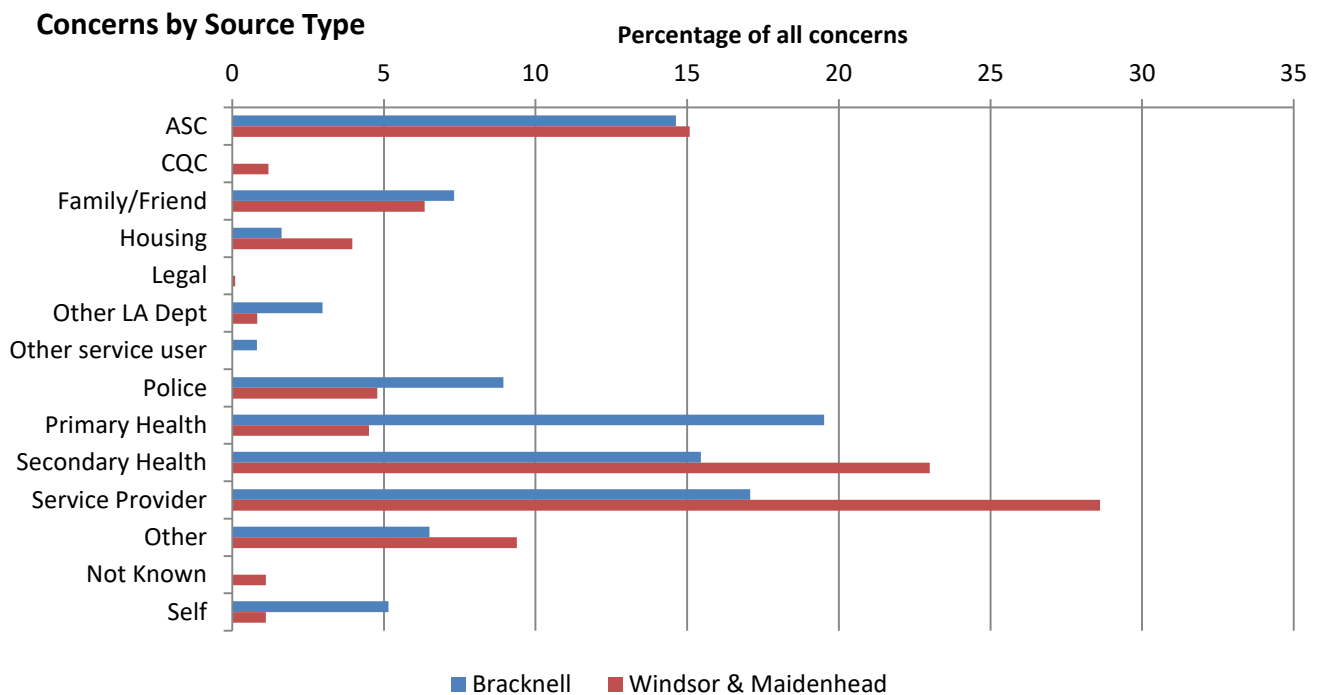
	Bracknell Forest	Windsor & Maidenhead	South East	England
Number of enquiries ended	58	448	21965	127625
Number of enquiries ended per 100,000 population	64	391	310	294

10.2 There was a slight drop in the number of enquiries ended in Bracknell Forest during 2017/18 compared to the previous year (2016/17 – 93) but the number is much lower than the number of enquiries completed in Windsor and Maidenhead. The number of enquiries completed in Windsor and Maidenhead has decreased when compared to the previous year (2016/17 – 510). An investigation into the difference in numbers recorded is on-going, although the fact that in Bracknell Forest concerns are analysed before passing to the enquiry stage, and therefore dealt with via another route, is believed to contribute to the difference. The initial findings do in fact indicate that it is the difference

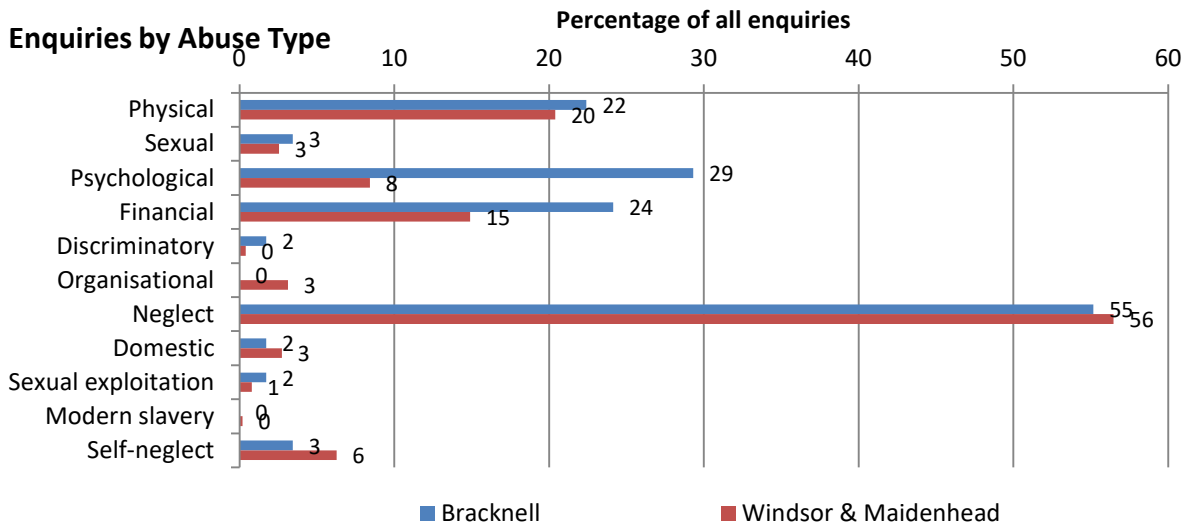
in the process employed that has led to the variation in numbers of enquiries taking place, and the processes employed in each area are keeping people safe in both Bracknell Forest and Windsor and Maidenhead.



10.3 The percentage of concerns recorded by gender and age reveals broad similarities in Bracknell Forest and Windsor & Maidenhead although the numbers in each case are greater in the Royal Borough.

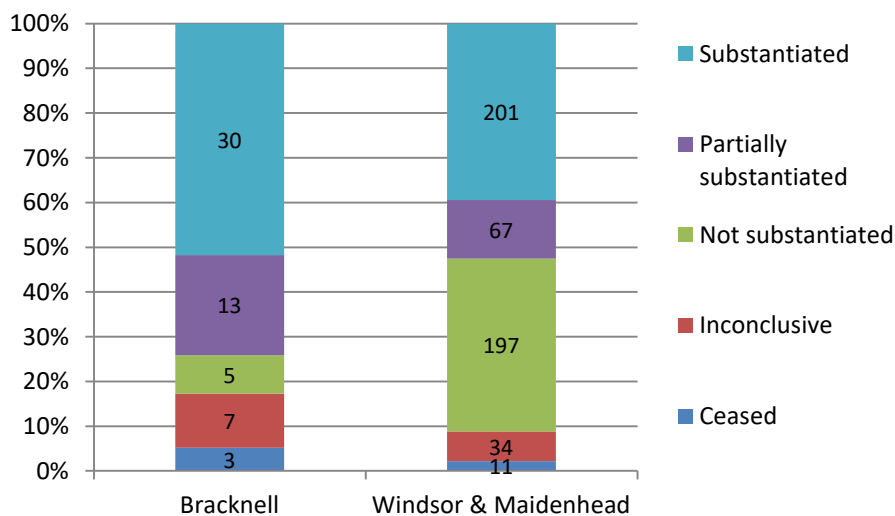


10.4 The analysis of the source of concerns received in Bracknell Forest and Windsor and Maidenhead reveals that a higher percentage of concerns are received from providers in Windsor and Maidenhead which reflects the higher number of care home places in the Royal Borough.



10.5 The percentage of enquiries by abuse type reveals that as in the previous year the greatest percentage of enquiries are due to neglect; the rate of neglect is in line with the national trend. However, the definition of neglect includes acts of omission and previous audits have revealed that act of omission can contribute to 30% of the total number of enquiries which are due to neglect. It should also be noted that the prevalence of abuse types is broadly similar between the two authorities and broadly similar to previous year's recorded data. In 2016/7 the main types of abuse identified during safeguarding enquiries were Neglect, psychological abuse and financial abuse whilst in Windsor and Maidenhead in 2016/7 the main types of abuse were neglect, physical abuse and psychological abuse.

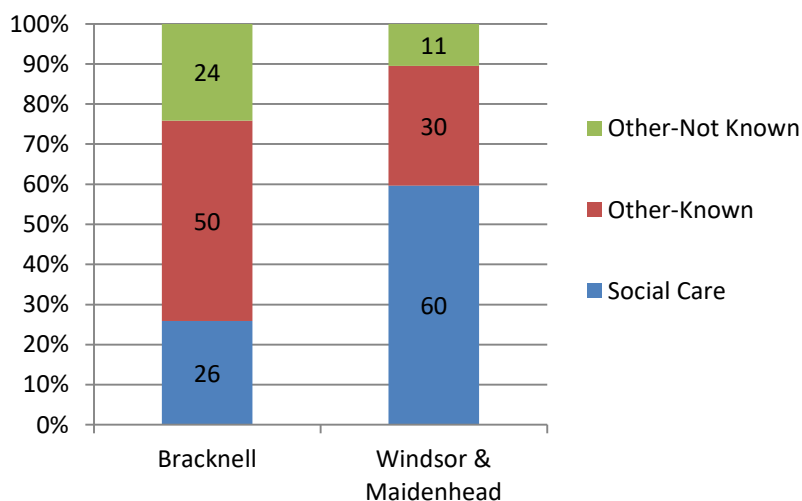
Enquiries by Conclusion



10.6 Analysis of the enquiries by conclusion reveals that a high number of enquiries are not substantiated in Windsor and Maidenhead and this may be related to the fact that concerns are not filtered when first received as is done in Bracknell Forest. Potential concerns are analysed and dealt with by case management or signposting to other services in Bracknell Forest, whereas all concerns received in Windsor and Maidenhead are recorded and passed to be dealt with as potential enquiries. The data suggests that unsubstantiated enquiries recorded in Windsor and Maidenhead may have been filtered out at an earlier stage in Bracknell Forest. This provides some explanation for the lower

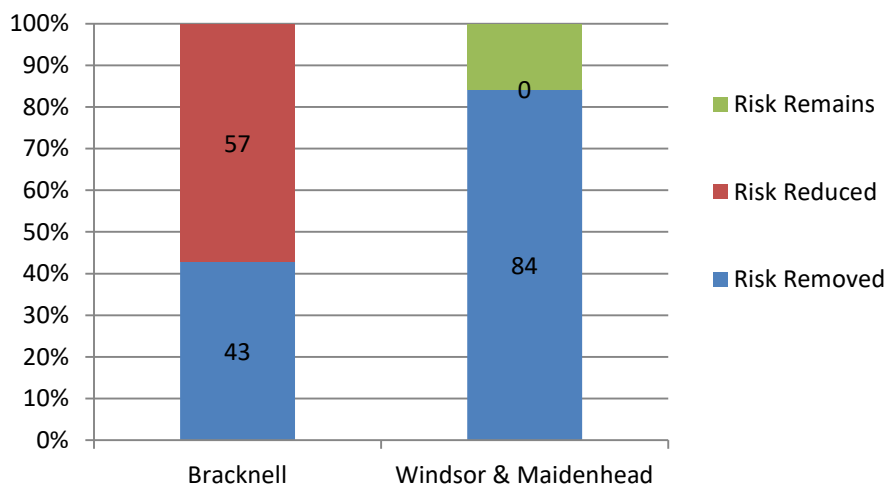
number of concerns and enquiries recorded in Bracknell Forest compared to Windsor and Maidenhead. The trends are similar to those reported for each area in 2016/7.

Enquiries by Alleged Perpetrator



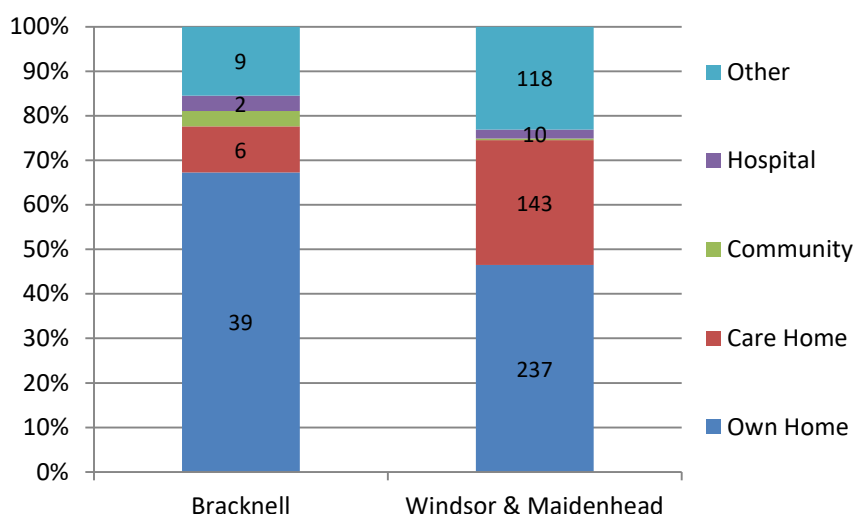
10.7 The higher percentage of enquiries where the alleged perpetrator was from the social care sector is consistent with the fact that there are a larger number of care home places in Windsor and Maidenhead and a larger number of concerns received from providers. The trends are similar to those reported for each area in 2016/7.

Enquiries by Risk Outcomes

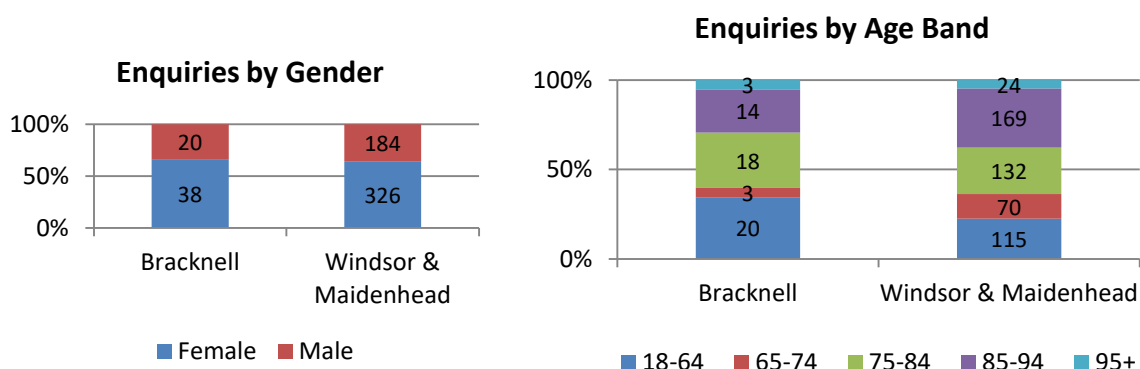


10.8 In most cases the risk to an adult at risk is either reduced or removed. In the very small number of cases where risk remains this is due to the decision of the adult at risk to accept the risk, although these cases would be monitored on an on-going basis. The trends are similar to those reported for each area in 2016/7.

Enquiries by Location



- 10.9 A higher percentage, and number, of enquiries relate to incidents in care homes in Windsor and Maidenhead which coincides with the higher number of care home beds available. The trends are similar to those reported for each area in 2016/7.



- 10.10 The percentage of enquiries by gender and age band are similar in both Windsor and Maidenhead and Bracknell Forest with slightly higher percentages of over 65 in Windsor and Maidenhead which reflects the general demographics of the local areas

11 Safeguarding Adult Reviews

- 11.1 Safeguarding Adults Boards are required under Section 44 of the Care Act 2014 to arrange a Safeguarding Adults Review (SAR) when someone with care and support needs dies as a result of neglect or abuse and there is a concern that the local authority or its partners could have worked more effectively to protect them. A SAR is also intended to ensure that lessons are learned and the Board is required to publish the outcomes in its Annual Report.
- 11.2 The Bracknell Forest and Windsor & Maidenhead Safeguarding Adult Board completed two Safeguarding Adult Reviews during 2017/18 – see below.
- 11.3 A further SAR (CD) is under way which will be reported in the 2018/19 Annual Report. The review focusses on the effectiveness of the multi-agency working of the local care

governance framework and how service users, their families and other professionals involved contribute towards monitoring standards of care following a death in a local care home. As previously reported there is another completed but unpublished SAR for which an action plan is being implemented. No further information is available at this stage due to an ongoing criminal investigation

EF Safeguarding Adult Review

- 11.4 Mr EF was 71 years old when he died in July 2016. He had complex health and care needs including a severe learning disability, severe challenging behaviour and autism. He was able to make simple everyday decisions but had been assessed as lacking mental capacity for decisions on more significant matters. Although Mr EF's needs appeared to have been well met throughout most of his life, concerns were raised about the way in which services were provided to him and whether organisations could have worked together more effectively towards the end of his life. Bracknell Forest Safeguarding Adults Partnership Board initiated the review with a final report presented to the joint Board in December 2017.
- 11.5 The report found the needs, wishes and feelings of Mr EF were not taken into account fully in decisions about his care. Nor were end of life decisions made with appropriate people, for example, his support workers in absence of family. It suggests an advocate would have ensured his wishes were included in the decisions being made about him.
- 11.6 It also found that as Mr. EF's health was declining, assessments did not reflect this or identify that the end of Mr. EF's life was approaching. This was not shared across organisations to provide a coordinated view and enable appropriate care planning. As greater numbers of people with learning disabilities and co-morbidities live longer in community settings the Board acknowledged that it is increasingly important for approaching end of life to be recognised and has organised an event later in 2018 to share learning around this subject and share the learning from this review.
- 11.7 As a result of the review, an Adult at Risk Pathway for LD has been developed and implemented ensuring that key agencies are involved in the assessment and care planning for people with complex health conditions. This is part of the wider Risk Framework. The provision of Additional support has also been agreed for people with learning difficulties in hospital.

AB Safeguarding Adult Review

- 11.8 AB was a retired district nurse who lived alone in the community. She received direct payments to fund domiciliary care. She was immobile without assistance and a heavy smoker, known to smoke in bed. Unfortunately she died in a house fire whilst in her bed in May 2017. Windsor & Maidenhead SAB agreed the threshold for a SAR had been met and initiated the review in June 2017 with the final SAR report presented to the joint SAB in March 2018.
- 11.9 Although AB was recognised by professionals to be a heavy smoker, the review found that the risk was not adequately identified and dealt with. Therefore, all organisations

are training their staff to recognise fire risk and ensuring that consideration of smoking and associated fire risks are included in formal assessments.

- 11.10 An assumption of capacity was made by all professionals involved with AB which acted as a barrier to a formal assessment, even when her high risk and unwise decisions were potentially impacting on her health and wellbeing. As a result, organisations are reviewing their training for practitioners around working with individuals who have capacity but remain a risk as a result of their unwise decision making and/or risky behaviour.
- 11.11 A task and finish group was created to develop a Risk Framework including a risk framework tool. This could then be used by any agency or person who felt a multi-agency meeting was appropriate in order to discuss the possible risks an individual might be open to. The tool would help identify these risks as well as possible ways to mitigate them. The agency or person calling the meeting would take the lead initially, unless it was agreed at the meeting that another agency was better placed.
- 11.12 The framework is now ready for roll-out to all other agencies, with training and case studies prepare; with the expectation that it will be used following training. This is planned for Autumn 2018, with a further roll-out to Slough Borough council in March 2019.
- 11.13 The report also acknowledged that without a single point of contact for her care, the holistic picture of AB was lost – particularly as her health deteriorated – as each organisational contact was seen in isolation.
- 11.14 The review highlighted a number of themes resulting in a detailed multi agency action plan which is being implemented and monitored by the SAR sub group and a briefing note to share the key learning from the review is being written.

12 Challenges and Priorities Going Forward

- 12.1 Key challenges identified by the Board at an end of year Board Development day which reflected on the period 2017/18 are summarised as follows:
- feedback – making sure that referrers get to know what happened
 - getting a more consistent approach to people at risk of self-neglect – understanding and managing risk panels and implementing the risk framework
 - working in partnership with providers –treating with respect and equality
 - better use of data and intelligence sharing
 - embracing prevention and strengths in communities
 - improving community and user engagement – ensuring that the Board and its partners are listening to communities and users of services
 - ensuring comprehensive awareness of what constitutes neglect/abuse
 - promoting what ‘good’ looks like and developing a Charter of Good Care

12.2 These development areas will be absorbed into the 2017-2019 strategic business plan. The revised strategic plan, taking account of the development areas and the completed actions will therefore contain the following main themes

- Providing Quality Assurance & Challenge
- Managing Risk
- Developing the Workforce and Spreading Learning
- Prevention & Raising Awareness
- Communication and Community and User Involvement

12.3 The implementation of the new joint Safeguarding Adults Board covering Windsor & Maidenhead and Bracknell Forest has presented challenges but the end of year review of performance, and the feedback from partners, has overwhelmingly highlighted the benefits and new opportunities that have been gained from the merger. The new Board will need to ensure that it keeps a focus on local areas as well as recognising trends and risks that persist across a wider population base and the safeguarding adult system as a whole.

Appendix 1

Bracknell Forest and Windsor & Maidenhead Safeguarding Adult Board Record of Attendance at Board Meetings 2017/18

Alzheimer's Dementia Support	100%
Berkshire Care Association	33%
Berkshire Care Association Berkshire	33%
BFC - Housing Strategy & Needs (represented by BFC Adult Social Care)	0%
Bracknell Forest Council – Adult Social Care	100%
CCG	100%
Children Services (Achieving for Children	33%
Frimley Park Hospital	33%
Healthcare NHS Foundation Trust	100%
Healthwatch	66%
Housing Solutions	33%
Involve	66%
National Probation	66%
Optalis	100%
Radian	0%
Royal Berkshire Fire & Rescue Service	66%
Royal Borough of Windsor & Maidenhead	100%
South Central Ambulance Service	100%
Thames Valley Police	100%
W. London Mental Health Trust (Broadmoor Hospital)	0%

Appendix 2

Safeguarding Adult Board Budget – 2017/18

Bracknell Forest and Windsor & Maidenhead Safeguarding Adult Board

Income/contribution 2017/18 - (01/07/2017 - 31/03/2018)

	2017/18 pro-rata
Bracknell Forest Council	-22,500
RBWM	-24,000
Thames Valley Police	-7,500
CCG	-15,000
Total	-69,000

Projected Expenditure 17/18

Staff (including cost of Chair)	51,278
Supplies and Services	4,411
Total	55,689

Underspend as at 28/02/2018	-13,311
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BRACKNELL FOREST AND WINDSOR & MAIDENHEAD SAFEGUARDING ADULTS BOARD

STRATEGIC BUSINESS PLAN
SEPTEMBER 2017 – MARCH 2019

Theme 1: Board Resilience & Partner Commitment

1.1	Action	Lead	Timescale	Success Criteria / Measure	Progress	RAG
1.1.1	Revised and up to date terms of reference for Board and Sub Groups are available for all Board and Sub Group Members	Business Managers	By December 2017	Terms of reference in place	Terms of Reference agreed at Oct Board meeting	B
1.1.2	Revised Safeguarding Adults Review Guidance agreed and available to all (compare both previous Board's guidance)	Business Managers	By December 2017	Reports to SAB Evidence from minutes	Guidance agreed at Oct Board meeting	B
53						
1.2	Action	Lead	Timescale	Success Criteria / Measure	Progress	RAG
1.2.1	Updated Members Handbook is in place for all Board Members to use.	Business Managers	By December 2017	Handbook in existence & evidence of circulation to Members Chair confirms understanding with all new Board Members	Handbook completed	B
1.2.2	Board Members ensure they undertake appropriate training as required to deliver their role and are active participants in Board and Sub group meetings and	Chair	Ongoing	Chair evaluation of Board Members	Evaluation to be confirmed	A

1.2	Action	Lead	Timescale	Success Criteria / Measure	Progress	RAG
	associated work;					
1.2.3	Board and Sub Group Members are held to account re lack of attendance at meetings	Chair	Ongoing	Attendance records (as recorded in the Annual Report) Challenge Log	Attendance being recorded	G
1.2.4	implement a communication strategy to include a quarterly newsletter	Business Managers	March 2018	Communication strategy in use	Communication strategy and newsletter developed in draft	G

Theme 2: Providing Quality Assurance & Challenge

2.1.4	Action	Lead	Timescale	Success Criteria / Measure	Progress	RAG
2.1.1	Develop and promote the use of a single agency self-assessment tool audit tool across partners including implement of a bespoke CVS self-assessment audit	Quality Assurance Sub Group	Ongoing	Results of self-assessments Evidence from minutes	Partner audit tool approved and circulated for return in January. Draft CVS audit in place and in process of being trialled	G
2.1.2	Programme of multi-agency audits to test effectiveness of safeguarding arrangements, to include a focus from data analysis and recognising constraints within organisations	Quality Assurance Sub Group	Ongoing	Programme of multi-agency audits Audit reports Evidence in minutes	Local authority case file audit programme being aligned first. Initial approach to multi agency audits being developed	G
2.1.3	The SAB maintains a Challenge Issues &	Chair	Ongoing	Evidence in Challenge,	Challenge Issues and Risk log developed	G

2.1	Action	Lead	Timescale	Success Criteria / Measure	Progress	RAG
	Risks Log that captures how it raises, tracks and resolves concerns about local safeguarding arrangements.			Issues & Risk Log		

2.2	Action	Lead	Timescale	Success Criteria / Measure	Progress	RAG
2.2.1	Develop an appropriate multi agency dataset that collates relevant information via agreed outcome statements to support the Board in their understanding of local provision and issues; this to include a review of concerns by each organisation.	Quality Assurance Sub Group	Ongoing	Dataset Summary data Evidence in minutes	Dataset containing indicators from statutory returns being developed initially. Concerns being reviewed. Multi agency data set being explored by performance working group	G
2.2.2	Ensure a robust system is in place to join up intelligence to enable quality concerns in provider services to be identified early on and to put into place support to address concerns before they become significant safeguarding issues.	Quality Assurance Sub Group	Ongoing	Evidence of effective intelligence sharing mechanisms in place.	Care governance board reports being aligned. Initial reports received at the Board. Care governance reports to be reviewed by quality assurance sub group and the Board at 6 monthly intervals	G

	Action	Lead	Timescale	Success Criteria / Measure	Progress	RAG
2.3.1	Examine training needs analysis and training evaluations to ensure multi agency safeguarding training provision is evidence	Chair of East Berks	Ongoing	evaluations evidence training feedback evidence	Multi agency workforce development strategy approved by Board. TNA and training evaluations to be developed. L/D	A

	Action	Lead	Timescale	Success Criteria / Measure	Progress	RAG
	based and fit for purpose; this to include evidence of feedback from those trained and the use of e-learning.	SAB L & D Sub Group			group being re-developed with change of ownership and first meeting in April	

Theme 3: Managing Risk

3.1	Action	Lead	Timescale	Success Criteria / Measure	Progress	RAG
56 3.1.1	Refine and implement a local risk framework to encourage consistent practice across organisations and to develop multi agency response in a crisis, this to include a pilot implementation across all agencies	Task and finish	April 2018	Case audits demonstrate effective practice, robust risk assessment and protection planning	Risk framework finalised. Consideration to be given to implementation and monitoring to ensure it becomes embedded. National workshop in April to inform implementation	A
3.1.2	Review the Risk Framework	Task and finish	April 2019	Feedback demonstrates effective systems in place	To be implemented in 2018/19	G
3.1.3	Promote a good understanding of the forums available locally to address specific needs of adults at risk and promote awareness of the need to implement bespoke multi agency meetings for those cases for which there is no relevant forum.	Task and finish	April 2018 / Ongoing	Minutes demonstrate good understanding of relevant forums. Evidence of bespoke multi agency meetings taking place.	Initial work carried out by a previous task and finish group identified forums. Implementation and monitoring require confirmation as above	A

3.2	Action	Lead	Timescale	Success Criteria / Measure	Progress	RAG
3.2.1	The Board develops, monitors and promotes an Escalation Policy	Chair	Ongoing	Escalation Policy Regular reports regarding the use of the Policy	Escalation policy approved	G

3.3	Action	Lead	Timescale	Success Criteria / Measure	Progress	RAG
573 3.3.1	Ensure awareness of indicators of risk and ensure safe responses through awareness of referral routes and sources of support. To include fire and new abuse types	Task and finish	March 2019	Data reflects level of engagement and understanding	Initial work commenced by a previous task and finish group. Areas of risk / referral route to be communicated via website.	A
	Determine and monitor emerging significant areas of risk and ensure communication with other partnership boards.	QA Sub Group	March 2018	Emerging risks integrated into Board work plans/ strategic plan	Areas of risk being identified and communication with other partnership boards commenced. To be reviewed at development session.	A

Theme 4: Developing the Workforce and Spreading Learning

4.1	Action	Lead	Timescale	Success Criteria / Measure	Progress	RAG
4.1.1	Promote engagement of the whole partnership in MSP through a focus on and	Chair	March 2019	Evidence of effective	MSP to form a focus within the Board development session and theme at the	A

4.1	Action	Lead	Timescale	Success Criteria / Measure	Progress	RAG
	improvement in working within the MCA principles and through establishing confidence in taking person centred approaches to working with risk.			partnership approach to MSP through multiagency case file audit	Board with further actions developed. Multi agency audits to be developed.	
4.2.1	Seek assurance that that the five principles of the MCA and best interest decision making are a feature of practice across the partnership	QA Sub Group	On going	evidence of improved working within MCA principles through multiagency case file audit	QA framework which includes case file audits approved. The case file audit programme is being developed to include seeking assurance regarding MCA and Best Interest decision making	G

4.2 58	Action	Lead	Timescale	Success Criteria / Measure	Progress	RAG
4.2.1	Continue to ensure Berkshire Multi Agency Adult Safeguarding Policies and Procedures are up to date and fit for purpose	Chair of Pan Berkshire Policy & procedures Sub Group	Ongoing	minutes of meetings feedback from staff / partners	Policy and procedures updated as part of the launch of the new website in November 2017. Further review of policy and procedures and website taking place in May 2018 by p&p sub group	G
4.2.2	SAB Members continue to promote the use of the Berkshire Multi Agency Adult Safeguarding Policies and Procedures.	Chair <i>(policy & procedures sub group)</i>	Ongoing	Evidence of use of policies and procedures and evidence of effective and	Policy and Procedures website launched in November 2017. Promotion work and review of website to be reviewed by p&p sub group in May 2018	G

4.2	Action	Lead	Timescale	Success Criteria / Measure	Progress	RAG
				consistent practice		
4.2.3	<p>The Board is sighted on the impact that multi agency adult safeguarding training is having on frontline practice.</p> <p>Implement a survey to evaluate training at the end of training sessions and again at three months to measure learning and improvement in confidence and practice.</p>	Chair of East Berkshire SAB Learning & Development Sub Group	Ongoing	<p>SAB training reports</p> <p>Training evaluations</p> <p>Case studies and audits</p> <p>Positive as a result of training e.g. appropriate referrals.</p>	<p>Chair of Learning and Development rotating for 2018</p> <p>To be established and implemented following first meeting of I/d group in April</p>	A
59						
4.2.4	Implement common workforce standards to support safeguarding across the partnership.	Chair <i>(East Berkshire SAB Learning & Development Sub Group)</i>	On going	evidence that common standards framework has been implemented and evidence of a positive outcome / change	<p>Multi agency workforce development strategy approved by Board in October 2017. To be implemented and reviewed.</p> <p>Learning and Development Sub Group to meet in April to co-ordinate</p>	A

4.3	Action	Lead	Timescale	Success Criteria / Measure	Progress	RAG
4.3.1	Identify learning from SARs and case reviews (locally and nationally) and ensure	Chair of SAR Sub	Ongoing	Evidence from minutes	Action plans being implemented and monitored as a result of SARs	G

4.3	Action	Lead	Timescale	Success Criteria / Measure	Progress	RAG
	action plans are developed and recommendations implemented	Group				

Theme 5: Prevention & Raising Awareness

5.1	Action	Lead	Timescale	Success Criteria / Measure	Progress	RAG
5.1.1 09	Partner agencies demonstrate that safeguarding arrangements for vulnerable young people during transition are appropriate. Establish clear understanding of definition of Transition	Chair	Ongoing	Multi agency action plans developed to address any weaknesses or to implement improvements.	Self-assessment audit tool circulated. Further work to be developed including promotion work Meetings with LSCB reps taking place	A

5.2	Action	Lead	Timescale	Success Criteria / Measure	Progress	RAG
5.2.1	Ensure that any relevant community profiling activities undertaken by partner organisations are shared with the SAB for information and action; Establish an effective and meaningful process for people who may be in need of safeguarding services to engage with the board	Chair	Ongoing	Self-assessment Board meeting reports repository of profiling outcomes and of feedback from people who engage with	Self- assessment evaluated Community profiling commenced by performance working group Website being developed in line with communication strategy to support engagement Action to be developed and implemented.	A

5.2	Action	Lead	Timescale	Success Criteria / Measure	Progress	RAG
				partners		
5.2.2	Work closely with the voluntary sector in recognition of its growing role in safeguarding, early intervention and prevention and community resilience; establish comprehensive representation from voluntary sector across the Board area along with effective mechanisms for information sharing across the sector	Chair (to be confirmed)	2019	evidence that local community intelligence is used to promote and target safeguarding work	CVS audit tool being trialled to develop understanding of safeguarding and information sharing needs Action to be developed	A
5.2.3 91	Promote and support identification, from the data and other intelligence, areas where safeguarding issues are commonly occurring; the Board will target these areas, seeking assurance that preventive measures are put in place; Standardise data and recording processes e.g. populations, thresholds	QA Sub group	2019	Evidence that safeguarding issues identified are being targeted for action	Performance Working group is standardising data for initial reports to the Board and QA Sub Group. Quality assurance sub group monitoring performance and investigation into concerns completed. Potential need to address promotion / prevention	G

5.3	Action	Lead	Timescale	Success Criteria / Measure	Progress	RAG
5.3.1	Produce guidance to ensure that cases of abuse and neglect that do not meet the section 42 criteria are reported and recorded in adult safeguarding; this is particularly important for new abuse types of domestic abuse, modern slavery, exploitation and self-neglect	QA Sub Group	March 2019	Effective guidance produced which is followed	Guidance being considered by performance working group following review of concerns data	G
	Action	Lead	Timescale	Success Criteria / Measure	Progress	RAG

5.3	Action	Lead	Timescale	Success Criteria / Measure	Progress	RAG
5.3.2	Monitor data and carry out case file audits of safeguarding reports that do not meet the section 42 enquiry criteria	QA Sub Group	March 2019	Evidence from pre S42 cases in case file audit	Being implemented work of the performance working group. QA Sub Group is establishing case file audit programme.	G

Status legend	
Where the action is behind schedule	RED (R)
Where there may be delay in achieving the action	AMBER (A)
Where the action is not yet completed, but is on schedule	GREEN (G)
Where the action is completed	BLUE (B)
Where the action is no longer applicable for whatever reason	GREY (Gr)

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