



Report to Policy Committee

Author/Lead Officer of Report:
Andrew Drummond, Service Manager,
Safeguarding Quality Assurance.

Report of: Strategic Director Adult Care and Wellbeing

Report to: Adult Health & Social Care Policy Committee

Date of Decision: 20th March 2024

Subject: Adult Safeguarding Delivery Plan Update

Has an Equality Impact Assessment (EIA) been undertaken?	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
If YES, what EIA reference number has it been given? 2313 (formally 1243)				
Has appropriate consultation taken place?	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
Has a Climate Impact Assessment (CIA) been undertaken?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Does the report contain confidential or exempt information?	Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>
If YES, give details as to whether the exemption applies to the full report / part of the report and/or appendices and complete below:-				
<i>"The (report/appendix) is not for publication because it contains exempt information under Paragraph (insert relevant paragraph number) of Schedule 12A of the Local Government Act 1972 (as amended)."</i>				

Purpose of Report:

This report provides the third update on progress made with the Adult Safeguarding Delivery Plan which was endorsed by Committee in September 2022. An update was provided in September 2023 and this update is a six month onwards update in line with the Cycle of Assurance approved in June 2023.

The aim of the Delivery Plan is to ensure that we have robust response towards safeguarding adults from abuse and neglect and are continually learning so that we deliver the best care and support to people of Sheffield.

Recommendations:

It is recommended that Adult Health and Social Care Policy Committee:

1. Endorse progress made with implementing the Adult Care and Wellbeing Safeguarding Delivery Plan and accompanying performance report.
2. Endorse the 'Safeguarding Responsibilities Guidance' document produced following the draft being endorsed at Committee in September 23.
3. Requests that the Strategic Director of Adult Care and Wellbeing continues to provide the Committee with updates on progress against the Delivery Plan on a six-monthly basis, including updates made based on ongoing learning.

Background Papers:

- Appendix 1 – Adults Care and Wellbeing Safeguarding Adults Delivery Plan
- Appendix 2 – Safeguarding Responsibilities Guidance
- Appendix 3 – SASP Performance Report
- Appendix 4 – Equalities Impact Assessment

Lead Officer to complete: -									
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Date: 26th February 2024									

1. PROPOSAL

- 1.1 Safeguarding is everyone's responsibility.
- 1.2 Safeguarding means protecting people's right to live in safety, free from abuse and neglect. Statutory Safeguarding applies to adults with care and support needs who may not be able to protect themselves. It can also include neglect, domestic violence, modern slavery, organisational or discriminatory abuse.
- 1.3 This paper provides the third update on progress made since the Adult Safeguarding Delivery Plan was approved by Committee in September 2022. The Safeguarding Delivery Plan update can be found at *Appendix 1* and aims to ensure that Sheffield has a robust response towards Safeguarding Adults from abuse and neglect and implement continuous learning so that we deliver outstanding safeguarding services.
- 1.4 Over the past six months good progress has been made in implementing the Delivery Plan and, increasing the resourcing available to enable implementation has been further progressed through introduction and successful recruitment to the following dedicated post:
- Service Manager, Safeguarding Quality Assurance – Supporting the embedding of our audits programme, learning from complaints, Safeguarding Adults Reviews, Domestic Homicide Reviews, leading on our Section 11 Audit, overseeing the development of our training for staff. Identifying learning and promoting improving practice where required.
- 1.5 A 'Safe and Well' performance clinic is now embedded, this is to provide assurance of safe systems of working, governance policies and procedures. As the clinic progresses, any actions identified as a result of the learning will be reflected in the Safeguarding Delivery Plan to ensure that all improvements related to safeguarding are coordinated within the same plan. Any actions are also included on each service area's Business Management Improving Plan (BMIP).
- 1.6 In addition to ensure effective oversight of Safeguarding performance, a monthly discussion on safeguarding performance is scheduled from March 2024 at Directors Leadership Team to review performance, impact and learning for cascading across the service. The appointment of the Service Manager, Safeguarding Quality Assurance has enabled this additional assurance to be implemented.
- 1.7 The second phase of Safeguarding audits has been completed. We recognise we are at the start of a journey in changing our practice in this area. Where audits have been completed this has allowed us to pick up on some very positive aspects of practice, teams have commented they've found it helpful to reflect on their work and what they did well and where they could improve moving forward.
- 1.8 As a result of the progress made over the past twelve months, several of the actions on the original endorsed plan have been successfully completed. A record of the actions successfully completed is noted within the Delivery Plan.
- 1.9 New actions that have been incorporated in the plan as they have been identified through our improvement journey. This ensures that the Delivery Plan continues to be a live and regularly updated document to effectively coordinate all safeguarding improvement activity.

1.10 Performance Update

1.10.1 Our ambition is to respond on a timely basis, reduce risk and improve outcomes in line with Making Safeguarding Personal. The Adult Performance Report is at Appendix 2, providing details of our performance position and trajectory towards meeting our targets. In line with our Cycle of Assurance this enables scrutiny of our performance to the Safeguarding Board, Committee and Council.

1.10.2 The Performance Report highlights that:

- ✓ 94.35% individual's outcomes were fully or partially met, which has remained consistent throughout 2023/24 and increase of 2% from 20/21.
- ✓ Proportion of Safeguarding Enquiries and Concerns where the Source of the Referral is Informed of the Conclusion has risen again with this now standing at 88% in Quarter 3 of 23/24. At the same time last year this stood at 81%. Indicating a longer-term improvement in practice.
- ✓ South Yorkshire Fire and Rescue (SYFR) Safe and Well Scheme – Adult Care continue to be the highest referrer.
- ✓ DOLS – recruited successfully into the supervisory body, which brings stability and the foundations for our long-term approach to delivering responsive assessments.
- ✓ % of S42 Enquiries ONLY where risk was removed or reduced (where risk was identified) continues to be high at 91%.

1.10.3 This is a journey of continuous improvement, and where improvements are required, we have plans in place to ensure we are meeting the standards set. A more detailed examination of some of the key performance measures is outlined below.

1.10.4 Responsivity to Safeguarding Referral's

As reported in September 2023, local measures have been updated to reflect ANRC Assurance - 'What Good Looks Like' (December 2022) and the impact is that: -

- ✓ The median number of days to screen a safeguarding concern has remained consistent at 1 day.
- ✓ The median timescale to conclude a s42 safeguarding is 51 days whilst the average currently is 81 days.

Our priority and focus over next 6 months is to improve recording practice and resolve data quality issues through implementing a practice guidance and reviewing outliers to take the learning to inform continuous improvement.

As a support to this, we have embedded in our learning system that staff need to complete our Safeguarding training every 3 years and a further learning course will be implemented alongside the practice learning forum to support continuous improvement and learning.

1.10.5 South Yorkshire Fire and Rescue (SYFR) – Safe and Well Scheme

Adult Social Care continue to be the agency who refer by far the most to the SYFR Safe and Well scheme with 1380 referrals in total over the last 12 months. This measure demonstrates partnership working. SAR Person D identified the need for greater awareness of the role of South Yorkshire Fire and Rescue (SYFR) in managing risks for dependent people in their own homes.

1.10.6 Accessibility of Services: Deprivation of Liberty (DoLS) waiting lists –

The number of outstanding DOLs assessments is slowly but not drastically rising, but this is to be expected for a couple of major reasons.

- ✓ We are approaching the 12-month anniversary of temporary agency project support which came in at the end of 2022/early 23 so naturally will be seeing the 12-month cycle of these assessments becoming ready for renewal and an increase in workload.
- ✓ As we've recruited successfully into the supervisory body, internally from our own Best Interest Assessors (BIA) this has had an impact on our current BIAs ability to complete assessment on a timely basis.

It's planned to continue to recruit to BIA now that the supervisory body recruitment has been completed and as an interim risk mitigation measure to continue with temporary agency support to continue to focus on reducing waits whilst we recruit.

1.10.7 Percentage of Safeguarding Enquiries where risk was removed or reduced –

The % of S42 Enquiries where risk was removed or removed or reduced continues to be high at 90%. Showing Safeguarding is effective in Sheffield in improving lives for individuals that are supported in a situation where there are concerns of suspected abuse or neglect. This continues to be reassuring data and reflect the effectiveness of our MASH development and move back to specialist teams over the past 12 months.

1.11 Implementation of the Safeguarding Delivery Plan Progress Update

1.11.1 Good progress has been made in relation to delivery upon the safeguarding plan. Key areas of progress in each area of work are outlined below.

1.11.2 Adult Multi Agency Safeguarding Hub (MASH)

The feedback on the MASH huddles continues to be very positive with comments received from partners including this one from South Yorkshire Police below: -

'Having a person from each agency at the huddles provides the best means of navigating the agency, using knowledge of who to direct any queries towards to get things done.

This speeds things up and is a great feature e.g., recently a high-risk missing person with a variety of additional needs was discussed at the huddles and this resulted in all involved in his care attending and providing a bespoke support package allowing him to return home.'

1.11.3 Safeguarding Responsibilities Guidance

The draft of this guidance document was presented to Committee in September 23 and endorsed by members with a view to further engagement with partners. Since September there have been thorough range of engagement and discussions with Integrated Care Board (ICB), NHS partners and Voluntary, Community and Faith (VCF) Sectors.

Whilst also we feel a key success from this has been the engagement with the Voluntary, Community and Faith (VCF) sector. We held an event in January, supported by Healthwatch to contact the appropriate partners across the VCF sector. At this event we had almost 40 VCF partners in attendance and used VCF colleagues views to make amends to the document. The event was also used as an opportunity to update VCF colleagues on what the MASH is and how they can access support with Safeguarding Advice.

The finalised guidance is attached at Appendix 3 for approval.

1.11.4 VCF and Care Sector Engagement

Building on the Safeguarding responsibilities development, it's our ambition to build upon the engagement event with VCF as well as other engagement events with the wider Care Sector regarding Adult Safeguarding and to work collaboratively with the sector to: -

- ✓ Build awareness and understanding of adult safeguarding including supports available across communities, VCF and social care sector.
- ✓ Co-develop opportunities for prevention and early intervention which prevent abuse and neglect and promote wellbeing.
- ✓ Build a community network of best practice in relation to Adult Safeguarding, including learning and development opportunities.
- ✓ Agree communication frameworks which promote and enable understanding of safeguarding including new developments and events.

To do this, it's our intention to work with Sheffield Adult Safeguarding Partnership Board (SASP) to develop a dedicated and funded post by SASP within VCF to undertake wider community engagement and lead this activity. A proposal will be provided to the Board in April to support this development.

A further update of this developing relationship with the VCF will be provided at Committee in September 2024 as part of our six-monthly update.

1.11.5 Practice Principles, Learning and Development

Our priority remains to ensure our Social Care Practitioners, Social Workers and Team Managers are attending our mandatory training. Some simple but necessary changes were made for example to ensure training is available during the first and second half of the week. Thus, ensuring staff with various working patterns can access the training they need. The cycle of this mandatory training ensures we can promote learning from SARS/DHR's, Audits, Performance Data and Complaints.

Since last update in September 2023:

- ✓ Modern Slavery training has been mandatory for all staff across Adult Care and Wellbeing, aligned to our commitment towards ensuring an effective response to organisational abuse.
- ✓ Our electronic recording system has been further reviewed and the priority is to update further to ensure outcomes, consent to next steps and end date are clearly recorded aligned to the learning from performance data noted above.
- ✓ A safeguarding learning forum led by the Chief Social Work Officer and Safeguarding Assurance Lead has been developed to bring safeguarding champions from across the service together to learn and share good

practice, learning from SAR's, DHR's, Audits and be a forum for continuous improvement.

1.11.6 Domestic Abuse

A further area for learning we identified was Domestic Abuse. Our data for occurrences of domestic abuse as part of Adult Safeguarding looks consistently low. This may be as the domestic abuse concerns for people with care and support may indeed be low in comparison to other areas of abuse listed in the Care Act.

However, we need to assure ourselves that our workforce understands how to identify domestic abuse and how to manage risks in these situations. To assure ourselves we have worked with the Training Manager at Independent Domestic Abuse Service (IDAS), there will be bespoke courses for staff with service area specific scenarios in the training. Included in these sessions will be guidance on how to complete the Domestic Abuse Stalking, Harassment and Honour Based abuse (DASH) screening tool. This training will also be rolled out in coming months.

1.11.7 Organisational Safeguarding and Early Indicators of Concerns

Our priority is to further develop our response to Organisational Safeguarding. The implementation is progressing well with Commissioning and Social Work Teams recording Organisational Safeguarding concerns in a shared system. This sharing of information in one space will improve our responses, particularly in relation intervening early to prevent escalation into greater concerns and in early identification of organisational concerns.

This went live on the 1st September 2023 starting with the Adult MASH and Care Homes Teams. The intention is to widen out the approach across Adult Care by August 2024, taking learning from initial roll out and drawing on the skills of our Service Managers, Team Managers, and practitioners to support implementation.

This work compliments our activities over the last year to establish market sustainability, focus on quality and continuity of care set out in our Market Sustainability Plan approved at Committee in February 2023 and subsequent updates, our recommissioning of homecare, supported living and day activities so that all of our commissioned services are of good quality and sustainable.

To support our response to organisational abuse and where there are allegations of abuse against adults who work with adults, an Adults LADO (Local Authority Designated Officer) role is being developed as a proposal to further enhance, coordinate, and provide professional guidance to staff.

1.11.8 Enhanced Assurance Framework

At Committee in June 2023 a Cycle of Assurance was agreed which included a six-monthly update to Committee on Safeguarding performance. In addition to this embedding of service and team performance clinics through the performance clinics and performance updates at Directorate Leadership Team and to Members to ensure senior leadership oversight and ownership.

A Safeguarding Adults Partnership performance framework is in place, and this will be updated in 2024 – 2025 following a recommendation from the thematic review through the Sheffield Adult Safeguarding Partnership. The Enhanced Assurance Framework has been added to the Safeguarding Policies and Procedures and the

Safeguarding Assurance Lead will lead on ongoing implementation and coordination.

1.11.9 SASP (Sheffield Safeguarding Adults Partnership) Action Plan and s11 actions update.

A review was commissioned by SASP in 2023 of current Safeguarding position. This led to an agreed action plan for partnership, with specific actions for partners. In addition, through s11 reviews there were actions for Adult Care to progress. The actions for Adult Care and Wellbeing were added to our Safeguarding Delivery Plan and for assurance to Committee good progress has been made in relation to all actions as follows: -

- ✓ Action 1: (Urgent action to expedite and ensure appropriate and timely feedback to referrers) – *The performance data notes and highlights that the feedback has increased to 88% and this action is completed.*
- ✓ Action 2: (Explore feasibility of introducing a ‘professional telephone’ as part of the MASH with a strict protocol for professional use only. The advice line would offer guidance on potential referrals and assistance in an emergency where there are immediate safeguarding risks) – *The trial with Housing colleagues went very well and the offer is now open to all professionals and was promoted in the VCF event, Adult Care and Wellbeing Staff Service Event and other partner meetings/events.*
- ✓ Action 3: (Record Keeping: Professionals must adhere to agreed professional standards for record keeping) - *An audit framework is in place and is supporting continuous improvement in relation to record keeping. This will remain an ongoing focus through our Safeguarding Practice Learning Forum to promote ongoing learning and development.*
- ✓ Action 4: (Ensure training opportunities include referral process, use of single referral form with good practice examples) - *Rights and responsibilities guidance completed and submitted to Committee for approval. As part of this the single referral form is included as an appendix and promoted via SASP, SCC and Sheffield Directory websites.*
- ✓ Action 5: Safeguarding quick tip guides for practitioner use daily has been completed and added to our internal staff Sharepoint site, the Adult Care and Wellbeing Manual.

The SASP Chair and Board Manager have been notified of actions completed and a copy of the report to Committee will be provided to SASP in March for assurance.

1.11.10 Communication and Engagement

A weekly e-bulletin is circulated to Adult Care and Wellbeing Teams where Safeguarding content such as the need to attend mandatory training and examples of partnership working is embedded.

A dedicated newsletter was produced on learning from Domestic Homicide Reviews (DHR's) and Safeguarding Adults Reviews (SAR's), Power of Attorney and is available for all social care staff and Members. In going forward safeguarding focused newsletters will also be shared with VCF and Care Sector to promote shared learning.

2. HOW DOES THIS DECISION CONTRIBUTE?

2.1 The safeguarding delivery plan contributes to delivery upon the Safe and Well and Effective and Efficient Adult Social Care outcomes as set out in the Adult Social Care Strategy Living the Life You Want to Live.

2.2 This proposal directly supports the future design of Adult Care (operating model) and, as such, enables removal of avoidable demand and helps to ensure an efficient, effective system. The design of the new system is rooted in improving the experience of people through the care system, ensuring individuals are protected from abuse and harm and maximising their independence wherever possible.

2.3 The plan also supports a broad range of strategic objectives for the Council and City, and is aligned with existing policies and commitments, including: -

- *The Council Plan: Outcome 3: People live in caring, engaged communities that value diversity and support wellbeing*
- ADASS [Making Safeguarding Personal](#) and using Strengths-based approaches to social care.
- Sheffield Safeguarding Adults Partnership – Action Plan and Strategic Direction
- Safeguarding means protecting people’s right to live in safety, free from abuse and neglect. This is everyone’s responsibility.
- *Unison Ethical Care Charter*¹³: signed up to by SCC in 2017¹⁴, the Charter ‘establishes a minimum baseline for the safety, quality and dignity of care’.

2.4 The Safeguarding Delivery Plan also takes into account: -

[The City Goals](#): - A Creative & Entrepreneurial Sheffield, A Sheffield of thriving communities, A connected Sheffield, A Caring and Safe Sheffield, A Sheffield for All Generations. Specifically Goal 18 “*We support everyone to live with dignity and to age well, with access to leisure activities and control over where and how they receive high-quality health & care services*”.

With the work detailed within the Safeguarding Delivery Plan supporting Sheffield residents of all ages to live with dignity, safety and achieve the outcomes that matter to them. Furthermore, we are a connected city with the Delivery Plan and this report evidencing the work between the Local Authority, VCF and SASP partners towards these shared goals.

3. HAS THERE BEEN ANY CONSULTATION?

3.1 As part of the recent development of the Safeguarding Adults Responsibilities Guidance. We had thorough engagement with the ICB NHS and VCF. This has been referred to above and we see this a key highlight within this report.

3.2 We have also been to the Supported Living Provider Forum and the Carers Centre with the purpose to seek their views on Safeguarding and how we can work with them moving forward. Internally we’ve also been to our Service Manager Group (SMG) to consult and ask for their feedback on the Responsibilities Guidance Document

3.3 A crucial element in the successful prevention of abuse is the increased involvement in people receiving, and staff directly delivering care, in the development of all key

parts of the plan. Throughout the sector, we know that involving and coproducing these makes them more likely to be successful.

3.4 To deliver upon that ambition, there is a dedicated customer forum through the Safeguarding Board in place and in addition to this Adult Care have invested in a dedicated post to co-design and lead development of a citizen board.

4. RISK ANALYSIS AND IMPLICATIONS OF THE DECISION

4.1 Equality Implications

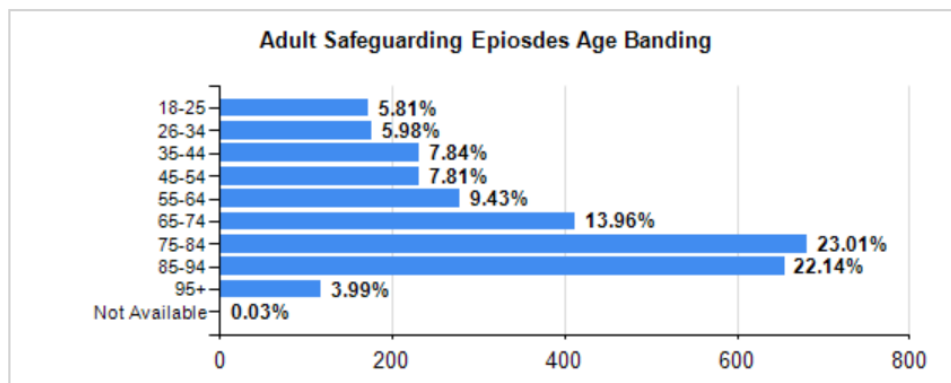
4.1.1 As a Public Authority, we have legal requirements under the Equality Act 2010, collectively referred to as the 'general duties to promote equality'. Section 149(1) contains the Public Sector Equality Duty, under which public authorities must, in the exercise of their functions, have due regard to the need to:

1. eliminate discrimination, harassment, victimisation and any other conduct that is connected to protected characteristics and prohibited by or under this Act;
2. advance equality of opportunity between those who share a relevant protected characteristic and those who do not;
3. foster good relations between those who share a relevant protected characteristic and those who do not.

4.1.2 The proposal described in this report is consistent with those requirements. It aims to develop a more efficient and person-centred approach and, as referenced in the Consultation section above, to ensure citizens' voices and experiences help to inform and develop the processes.

4.1.3 The nature and purpose of Adult Care means that people sharing the protected characteristics of Age and/or Disability will be directly impacted by the proposals. However, the safeguarding remit means that people sharing certain other protected characteristics (e.g., Sex, Race, Sexual Orientation) may also be particularly affected.

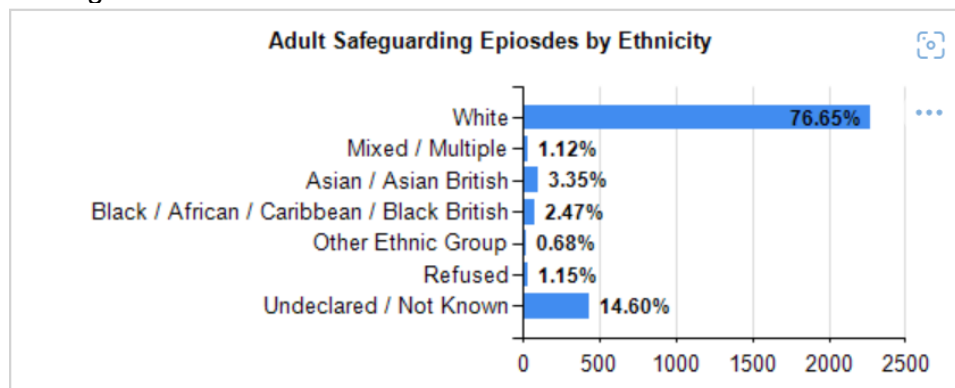
4.1.4 The majority of Safeguarding work is with Older People, see the below data for Safeguarding Episodes from August 2023 to the end of January 2024. Specifically, 59.11% of Safeguarding Episodes are to support customers aged 65 +.



4.1.5 In response to the recognition that a majority of our Safeguarding work is with Older People we need to ensure our services working with Older People have the necessary expertise to identify abuse or neglect, reporting concerns to the Local Authority where necessary. Whilst we need to ensure our colleagues in Living and

4.1.6 Ageing well and other services have the resources necessary to support the need in the city on an ongoing basis. Part of our ambition is to go to services as appropriate talking to people within the 65+ age bracket to raise awareness and ensure they know how they can access support. This is based on the feedback from the VCF event.

4.1.7 Additionally, we have looked at Safeguarding data by Ethnicity during the same time period indicated in the last point. The above shows the second greatest ethnicity group affected is 'Undeclared/Not Known', therefore we have identified a clear need for staff to ensure records are updated as part of their work with a customer. To ensure in the future we can more accurately report if a specific demographic group/s are impacted by Safeguarding issues more than others. This will be fed into training moving forward.



4.2 Financial and Commercial Implications

4.2.1 All activity arising from the delivery plan must be covered within the available budgets, or otherwise mitigated. Recruitment for the SASP funded post would need to commence after the grant has been confirmed.

4.2.2 As part of 24/25 Business Planning, a pressure was included to fund the new Service Manager post in Safeguarding Quality Assurance. The Adults LADO post is unfunded in 24/25, with mitigations needing to be found within the service to cover the cost. Future years funding can be addressed through the 25/26 Business Planning process.

4.3 Legal Implications

4.3.1 The core purpose of adult health and social care support is to help people to achieve the outcomes that matter to them in their life. The Care Act 2014 sets the Council's statutory power to direct the provision that:

- promotes wellbeing
- prevents the need for care and support
- protects adults from abuse and neglect (safeguarding)
- promotes health and care integration
- provides information and advice
- promotes diversity and quality.

4.3.2 Beyond the Act itself the obligations on Local Authorities are further set out in the Care Act statutory guidance issued by the government. By virtue of section 78 of the Act, Local Authorities must act within that guidance.

4.3.3 The Care Act Statutory Guidance at paragraph 4.52 requires Local Authorities to:

“... have in place published strategies that include plans that show how their legislative duties, corporate plans, analysis of local needs and requirements (integrated with the Joint Strategic Needs Assessment and Joint Health and Wellbeing Strategy), thorough engagement with people, carers and families, market and supply analysis, market structuring and interventions, resource allocations and procurement and contract management activities translate (now and in future) into appropriate high quality services that deliver identified outcomes for the people in their area and address any identified gaps”.

This report therefore sets out how the Authority will meet its statutory obligations in relation to Safeguarding and it is itself a requirement of the wider Care Act framework.

4.4 Climate Implications

4.4.1 There are no direct climate implications associated with approving this report. Through the Adult Care and Wellbeing Climate Statement, approved at Committee in January 2024 its planned to work with partners to embed our approach to both responding to the impacts of climate change as well as contributing towards Net Zero 2030 ambitions.

4.4.2 Where specific procurement/commissioning and projects take place related to safeguarding provision we will aim to consider providers approach and performance in terms of managing the climate impacts of the services they provide. This would be done via more detailed Climate Impact Assessments.

4.4.3 To support a multi-agency approach to Climate Action in relation to Safeguarding, the Safeguarding Partnership Board has been asked to consider a collective response and in particular role of the Board and partner organisations in delivering upon the 10 Point Plan.

4.4 Other Implications

4.4.1 There are no specific other implications for this report. Any recommendations or activity from the detailed workplans of the strategy will consider potential implications as part of the usual organisational processes as required.

5. **ALTERNATIVE OPTIONS CONSIDERED**

5.1 This is an update on previously endorsed delivery plan in line with recommendations approved at Committee. No alternatives options are available due to this.

6. **REASONS FOR RECOMMENDATIONS**

6.1 An approved delivery plan for the strategy gives a structured approach to delivery of safeguarding improvements so that Members and the public can be assured that Adult Care is delivering upon its commitment to protect people from abuse and harm. It will also provide greater accountability and transparency of how will do this.

6.2 Asking for regular updates and refreshes of the plan will keep the Committee, wider stakeholders, and the public the ability to hold the Council to account for progress and provide an additional mechanism to input to future development.