



# TSAB Strategic Business Plan 2022-25

**April 24 / V3**

**Our safeguarding arrangements will effectively prevent and respond to adult abuse**

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## What we do

We seek assurance that organisations work in partnership to deliver joined-up services that safeguard adults from abuse and neglect. The work of the SAB is underpinned by the Care Act 2014. The core purpose of the Board is to:

- Ensure that local safeguarding arrangements are in place as defined by the Care Act 2014 and statutory guidance.
- Ensure that safeguarding practice is person-centred and outcome focused.
- Work collaboratively to prevent abuse and neglect where possible.
- Ensure agencies/individuals give timely and proportionate responses when abuse or neglect has occurred and
- Ensure that safeguarding practice is continuously improving and enhancing the quality of life of adults in the area.

## Vision

Our safeguarding arrangements will effectively prevent and respond to adult abuse.

The TSAB will seek assurance from statutory organisations and multi-agency partners that the following aims, objectives and actions are delivered.

## Safeguarding Principles

The safeguarding principles set out in the Care Act 2014 will underpin all aspects of safeguarding adults work across Tees.

<b>Empowerment:</b>	<b>Prevention:</b>	<b>Proportionality:</b>
I am asked what I want as the outcomes from the safeguarding process and these directly inform what happens	I receive clear and simple information about what abuse is, how to recognise the signs and what I can do to seek help.	I am sure that the professionals will work in my interest, as I see them and they will only get involved as much as needed.
<b>Protection:</b>	<b>Partnership:</b>	<b>Accountability:</b>
I get help and support to report abuse and neglect. I get help so that I am able to take part in the safeguarding process to the extent to which I want.	I know that staff treat any personal and sensitive information in confidence, only sharing what is helpful and necessary. I am confident that professionals will work together and with me to get the best result for me.	I understand the role of everyone involved in my life and so do they.

## Board Priorities

<b>Priority 1: Joint Working</b>	<b>Aim: We will develop a whole system approach to safeguarding adults which is responsive to individual’s needs, views and wishes</b>	
<b>Objectives: We will</b> <ol style="list-style-type: none"> <li>1. Ensure Board partners work together in an effective manner to protect adults from all forms of abuse and neglect.</li> <li>2. Consider and act upon the impact of new legislation and statutory guidance on safeguarding practice.</li> <li>3. Engage and Collaborate with the Local Safeguarding Children Partnerships, Community Safety Partnerships, Domestic Abuse Steering Groups, Health and Well-being Boards, Tees Exploitation Group (TEG) and partners to deliver joint priorities and objectives.</li> <li>4. Engage and collaborate with the multi-partnership and multi-agency development work regarding Missing Adults, Transitions, Contextual Safeguarding and Adult Sexual Exploitation.</li> <li>5. Further embed trauma informed practice, strengths based and person-centered approaches to all safeguarding adults’ work.</li> <li>6. Explore different safeguarding operating models and joint protocols to enhance partnership working and information sharing (new objective 2023/24).</li> </ol>		
<b>2024-25 Actions: We will do this by</b> <ol style="list-style-type: none"> <li>1. Delivering a multi-agency audit schedule, which includes seeking assurance on the effectiveness of high risk and complex cases through the recently reviewed High Risk Adults Panel (HRAP) arrangements.</li> <li>2. In conjunction with people with lived experience and carers review existing and, where appropriate and necessary, develop new policy, procedure, and guidance to incorporate updated or new legislation and statutory guidance, including Mental Capacity.</li> <li>3. Working with relevant partners, partnerships, and user groups to develop joint protocols which will contribute towards the development of a ‘Missing Adults’ protocol, Transitions procedures, Contextual Safeguarding work, and an Adult Sexual Exploitation Strategy.</li> <li>4. Further build upon the Joint Working Protocol and associated workplan with the local Childrens Partnerships to seek further collaboration with other Partnerships.</li> <li>5. Continue to develop and embed the suite of tools, resources, and training to truly embed trauma informed practice in adult safeguarding.</li> <li>6. Identifying opportunities to test out new ways of working with partners.</li> <li>7. Seeking assurance from our partners in respect of wider processes to safeguard adults with care and support needs at risk of abuse and neglect, linked to the Unseen Care Sector Report.</li> </ol>	<b>Lead</b> OL  CE, OL  Relevant Partnerships, with support from OL and TSAB Business Unit/SAR Relevant Partnerships and Business Managers LTD  Statutory Partners  Relevant Partnerships, OL	
<b>Assurance Methods</b> Quality Assurance Framework (QAF) / self-audit tool, performance reports, multi-agency audits, surveys, other partnership	<b>Impact/ outcomes</b> Adults at risk of or experiencing abuse and / or neglect will be confident that professionals will work together and with them to achieve the best possible outcomes for them.	

plans, training plan, impact assessments,  
feedback from adults

Evidence that TSAB is and has worked effectively with partnerships operating within and across the Tees area to provide the best and most efficient services possible for individuals in need and across our communities.

<p><b>Priority 2: People</b></p>	<p><b>Aim: We will ensure the workforce is well trained, supported and equipped to safeguard the most vulnerable people within our communities</b></p>	
<p><b>Objectives: We will</b></p> <ol style="list-style-type: none"> <li>1. Seek assurance from partners that staff understand the legislative framework and the principles of trauma informed practice to ensure the best outcomes for adults at risk.</li> <li>2. Seek assurance from partners that staff are provided with single agency Safeguarding Adults training in accordance with the TSAB Training Strategy.</li> <li>3. Seek assurance from partners that staff are provided with support and training, particularly in relation to the management of high risk/complex cases and with consideration of vicarious trauma.</li> <li>4. Learn from the findings of local, regional, and national Safeguarding Adult Reviews (SAR), applicable Domestic Abuse Related Death Reviews, Safeguarding Children Practice Reviews (SCPR) and any other relevant reviews and implement action plans.</li> <li>5. Provide opportunities for partners to share learning and best practice in all aspects of safeguarding adults work which will promote staff and public confidence (new objective 2023/24).</li> </ol>		
<p><b>2024-25 Actions: We will do this by</b></p> <ol style="list-style-type: none"> <li>1. Developing and delivering the TSAB Training Plan to align with TSAB priorities, ensuring that the voice of people with lived experience of abuse or neglect is included in resources and events.</li> <li>2. Continuing to seek assurance from partners via the Quality Assurance Framework/self-audit tool on the training and support provided to their staff.</li> <li>3. Developing and implementing action plans for all SARs and applicable Domestic Abuse Related Death Reviews and SCPRs.</li> <li>4. Sharing the learning from the above reviews at the earliest opportunity, across partner agencies and seeking assurance that the learning has been embedded into practice.</li> <li>5. Further developing methods to review learning from SARs and other learning reviews to ensure it remains embedded in practice</li> <li>6. Identifying and celebrating good news stories, innovative work, and exceptional people.</li> </ol>	<p><b>Lead</b></p> <p>LTD</p> <p>PAQ</p> <p>SAR</p> <p>SAR/LTD/OL</p> <p>SAR/LTD</p> <p>CE</p>	
<p><b>Assurance Methods</b></p> <p>QAF / self-audit tool, surveys, website hits, training evaluations, multi-agency audits, impact assessments, awards.</p>	<p><b>Impact/ outcomes</b></p> <p>Adults at risk of or experiencing abuse and/or neglect will have confidence that professionals will be involved only as far as is reasonable, proportionate, justifiable and necessary and always work in their best interest.</p>	

<p><b>Priority 3: Communication</b></p>	<p><b>Aim: We will provide accessible and clear information, advice and support that helps people to understand what abuse is, how to prevent abuse from happening, how to seek help and how to engage with the work of the Board</b></p>
<p><b>Objectives: We will</b></p> <ol style="list-style-type: none"> <li>1. Ensure mechanisms are in place that enable adults, their families, and their carers to better inform the future direction and priorities of Adult Safeguarding across Tees</li> <li>2. Ensure that all public-facing materials are accessible and understandable.</li> <li>3. Ensure adults and/ or their representatives or advocates who use safeguarding services are asked what they want as outcomes from the safeguarding process and that their views actively inform what happens.</li> <li>4. Provide tools and resources to facilitate engagement with adults in need of safeguarding support.</li> <li>5. Ensure the Safeguarding Champions initiative continues to improve engagement with local communities, harder to reach groups, the seldom heard and creates stronger links with the Voluntary, Community and Social Enterprise sector.</li> <li>6. Ensure robust information sharing across and between agencies and partnerships to ensure the best outcomes for adults using safeguarding services.</li> </ol>	
<p><b>2024-25 Actions: We will do this by</b></p> <ol style="list-style-type: none"> <li>1. Further developing tools and processes to assist with seeking feedback from adults and their carers.</li> <li>2. Developing the TSAB website to comply with accessibility guidelines.</li> <li>3. Continuing to monitor the TSAB Performance Indicator relating to outcomes.</li> <li>4. Delivering a Communication and Engagement plan, including awareness raising and ‘Spotlight On’ campaigns which focus on prevention and engages with the public, hard to reach groups, the seldom heard, adults who find services challenging to access or work with and services and professionals.</li> <li>5. Provide Safeguarding Champions with the tools and resources they need to ensure they can carry out the role within their own organisations and ensure that there is representation from all relevant agencies including the Voluntary, Community and Social Enterprise sector.</li> <li>6. Developing robust guidance for professionals on sharing information without consent.</li> </ol>	<p><b>Lead</b>                  CE                  CE                  PAQ                  CE/LTD                    CE                    OLSG</p>
<p><b>Assurance Methods</b>                  Performance Indicators, annual CE report, performance reports, QAF/Self-audit tool, multi-agency audits, feedback from focus groups, feedback from individuals, families and carers, evaluation reports, campaign analytics, website views, social media views, newsletter and bulletin subscribers, Safeguarding Champions</p>	<p><b>Impact/ outcomes</b>                  People will receive clear and simple information about what abuse is, how to recognise the signs and how to seek help.</p>

<p><b>Priority 4: Services</b></p>	<p><b>Aim: Services are commissioned and provided by our partners to meet the individual needs of adults who are most at risk of abuse or neglect</b></p>	
<p><b>Objectives: We will</b></p> <ol style="list-style-type: none"> <li>1. Ensure that adults at risk of neglect and/or abuse can access support services and schemes such as the Safe Place Scheme and Ask ANI.</li> <li>2. Seek regular assurance from our partners on the safe commissioning and delivery of services.</li> <li>3. Implement our new performance monitoring processes and systems to obtain accurate, current, and validated information.</li> <li>4. Provide opportunities to share information about innovative services and solutions for working with people with complex needs</li> <li>5. Work with the Voluntary, Community and Social Enterprise sector to understand and share the range of services and support available to meet the needs of adults most at risk of abuse and neglect.</li> </ol>		
<p><b>2024-25 Actions: We will do this by</b></p> <ol style="list-style-type: none"> <li>1. Reviewing the 'Find Support in your Area' page on the TSAB website to ensure all information is up to date and accurate.</li> <li>2. Delivering the annual Quality Assurance programme, which includes the Quality Assurance Framework/ self-audit tool and multi-agency case audits.</li> <li>3. Strengthening the Quality Assurance Framework tool to seek assurance on the safe commissioning of out-of-area care and support service contract arrangements.</li> <li>4. Correlating accurate records of services that are subject to the Responding to and Addressing Serious Concerns protocol, including data within the TSAB quarterly Performance Reports.</li> <li>5. Further developing and embedding the Power Bi system to produce high quality performance reports which will support the analysis and further development of multi-agency safeguarding practice.</li> <li>6. Continue to build upon existing links with the Voluntary, Community and Social Enterprise sector within the Board's structure.</li> </ol>		<p>CE</p> <p>PAQ/OL</p> <p>PAQ</p> <p>PAQ/ SAR</p> <p>PAQ</p> <p>CE, OL</p>
<p><b>Assurance Methods</b></p> <p>QAF/Self-audit tool, TSAB reports, performance reports, multi-agency audits, assurance reports to TSAB, feedback from adults, their families and carers, Responding to and Addressing Serious Concerns (RASC) reports</p>	<p><b>Impact/ outcomes</b></p> <p>Adults at risk of or experiencing abuse and/or neglect will have access to a range of high quality services and support that meet their individual needs.</p>	

**Sub-Groups' key:** Communication and Engagement (CE), Learning, Training and Development (LTD), Operational Leads (OL), Performance, Audit and Quality (PAQ), Safeguarding Adults Review (SAR), Policy, Procedure & Practice (PPP).  
 LA = Local Authority      SBC = Stockton-on-Tees Borough Council      BU = Business Unit