



Adult Safeguarding Engagement Project

Becky Harrison-Plastow

24/04/2020

Strategic priorities for SAB

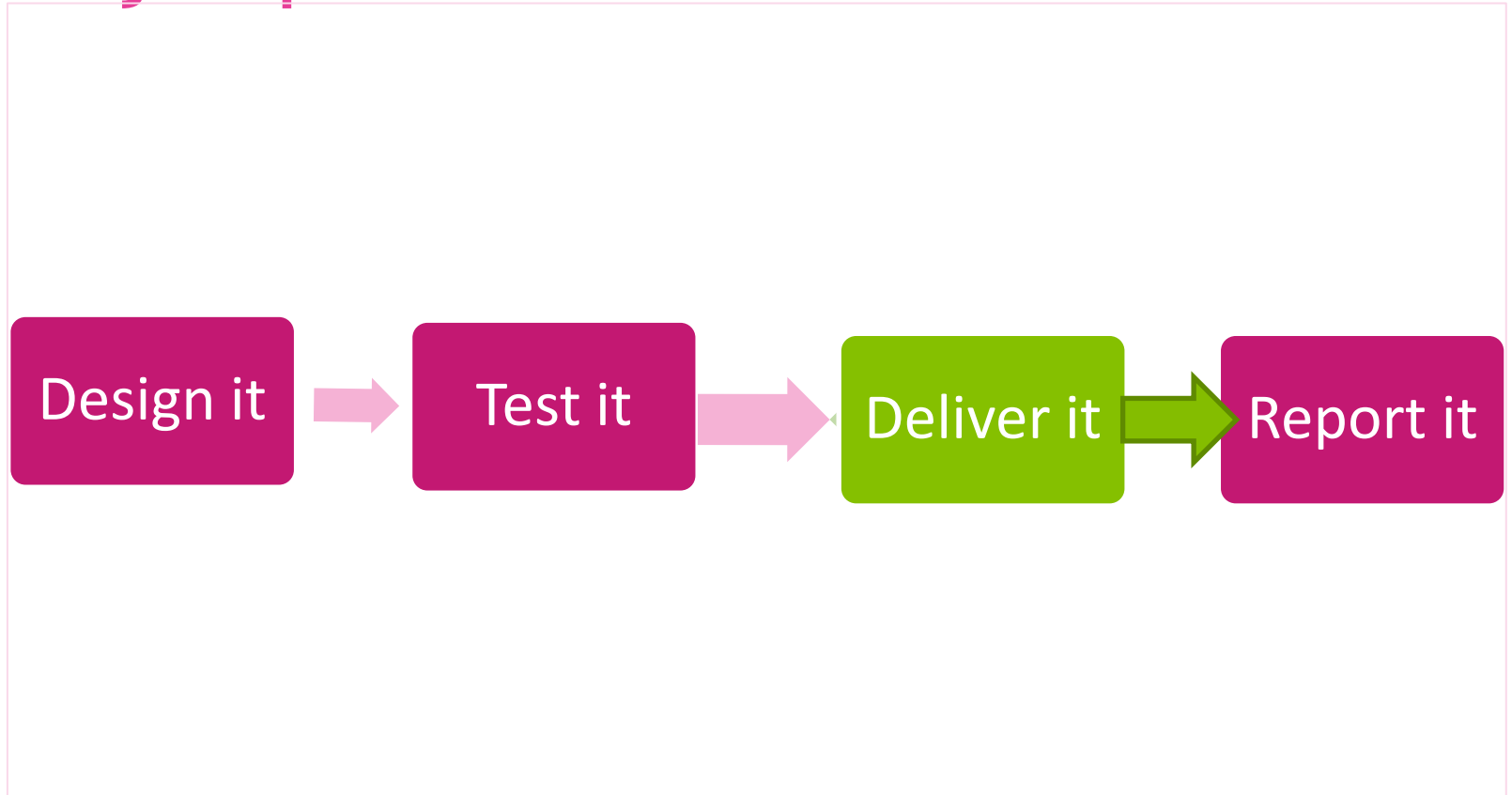
1. Listen to the voice of service users
2. Embed MSP in the way we work

Project purpose

1. Insight into peoples experience of safeguarding enquiries
2. Collect and analyse findings, trends and report



Project process



Project progress (since last briefing)



- Pilot



- Covid 19 project response



- Interview of service users



- Ongoing analysis of results

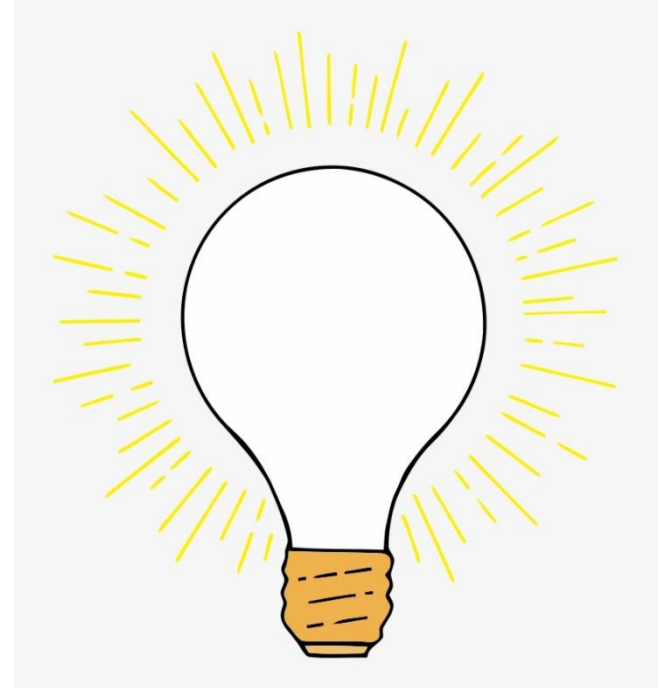


- Systematic review



Pilot

- Pilot in Liskeard and Launceston area
- Positive initial response to project
- Reduction social work teams ability to participate
- Re-design of project approach to create solutions to challenges



Covid -19 project response

- Adapted method of inviting people to participate
- Systematic review
- Appreciative inquiry



Interviews and feedback

- 12 people interviewed
- Everyone's experience of safeguarding services is different
- The majority people interviewed have had good experiences of the services and are satisfied with the outcomes
- A minority people do however (4 out of 12) who reported dissatisfaction with one or more aspects of the service



Feeling listened to

- Most people had the chance to say what they wanted to happen to make them feel safe
- Most people felt listened to and many described positive ways in which social workers had listened to them.
- Some people however, (3 of 12 people) explained how they didn't feel listened to



Feeling listened to

“They were really good, they rang up and came to the house, I couldn’t fault them” P9

“It all happened very fast, but I felt they listened to my fathers concerns very well” P10

“I laid everything on the table and we worked together to move me along” P12

“No (I didn’t feel listened to). I think its really important people are listened to and people aren't judging.” P8



Feeling listened to (continued)

- A number of people (3) described how safeguarding meetings could be frustrating and distressing.
- Describing these meetings, people said:

“I felt very intimidated in the same room as the accused and felt that they had the upper hand. I felt gagged. If there was a separate room for the accused I could have spoken more freely.” P2

“In the meetings the care company said things that I know aren't true but I couldn't outright say they are lying (because they were in the same room)... someone was in danger and you felt restrained. ” P4



Understanding the plan to be safe

- Most people understood what the plan was to keep them safe
- Involving advocates and families in proceedings can be very helpful for some people, to help them understand what is happening

“I didn’t understand at first but with my auntie and uncles help I do now” P5.

“The advocate was very important at holding the council to the plan.” P2



Involvement of people and organisations

Most people felt they had the right people and organisations involved in their cases.

“The police were dealing with everything and they handled it brilliantly” P9

“I think they’re all fantastic” P11

Where they didn’t people explained they wanted the police involved sooner. In some cases the delay in involving police was felt to have had an impact on their inability to make a successful criminal case.

“I’m still waiting for the police to help with my statement” P8

In these cases people didn’t understand why police hadn’t been involved sooner and it caused them distress



Communication

Most people were satisfied with how they were communicated to during their concern

“My social worker was very good at helping me to understand better” P5

“(I was) totally satisfied with verbal and written” P3

“I think it was very effective. The investigation was very professional and it was a great relief to know something was happening” P10



Communication continued

- However, a number of people (3 of 12) described issues of incidents related to communication that caused them dissatisfaction. Issues with communication were often the only complaint that people made, amongst otherwise positive accounts of their experiences.

“I had 45 minutes to wait just to talk to anyone. When I tried to contact the social worker at the end (of the police investigation) she said the safeguarding case had been shut.” P9

“I just had one problem when I was really worried about something and I called them and left a message and no-one got back to me for 5 days” P11



How concerns were dealt with

The majority of people were satisfied with how their concern was dealt with throughout.

“ I’m all satisfied. I say thank you as no one else looks after me.” P6

“I’m very satisfied, (it was) dealt with very quickly” P3

“I think it was very effective. In a way it was comforting to know that the (safeguarding) process works when you need it” P10.

Only a one people was dissatisfied with how the concern had been dealt with, describing multiple complaints with the process.



The difference safeguarding has made

The majority of people described how they felt positive about the outcomes from safeguarding.

“It has make a big change in my life as before my dad would never let me speak out and he would never get the help I needed” P5

“It made me feel better in myself, I felt wanted. I've no one near to me so it was really good to be looked after.” P6

“Ultimately he has been able to go home and I feel that he is safe” P10

Of the people spoken to, only one described out they were “not satisfied at all” P2

.



Next steps



Risk Management

Risk	Recommendation
Method of inviting people to participate via Safeguarding Improvement Manager is time consuming and unsustainable over long period	Re-engage with safeguarding team once service change is complete, to initiate original method of inviting people
Reduced number of people participating due to labour intensive method of invitation	In-depth interviews will provide deep insights into people experience and aim for optimum level of interviews for qualitative research
	Consider findings from systematic review and relevance to Cornwall's context. Draw relevant lessons learned and recommendations from this.

