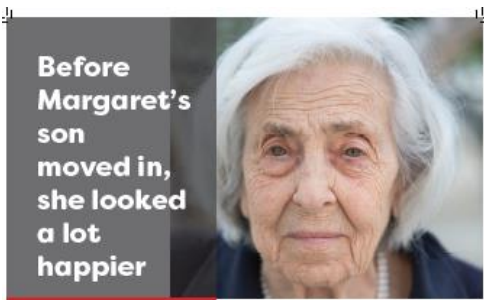


**“The Board exists to protect adults at risk from abuse, significant harm or neglect. We will achieve this through strategic leadership and collective accountability.”**



**Before Margaret's son moved in, she looked a lot happier**

**adult abuse**

**see it • hear it • report it**

Borough of Poole	01202 633 902
Bournemouth Borough Council	01202 454 979
Dorset County Council	01305 221 016
evenings and weekends	01202 657 279
Police 101 or In an emergency 999	

Dorset and Bournemouth & Poole Safeguarding Adults Boards  
www.dorsetforyou.gov.uk/dorsetsafeguardingadultsboard - www.bpsafeguardingadultsboard.com  
Stock photo. Posing by model.



**DSAB**

**Dorset Safeguarding Adults Board**



**The 'friend' Russell met online touches him and says he must keep it a secret**

**adult abuse**

**see it • hear it • report it**

Borough of Poole	01202 633 902
Bournemouth Borough Council	01202 454 979
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Stock photo. Posing by model.

[www.dorsetforyou.com/safeguardingadults](http://www.dorsetforyou.com/safeguardingadults)

# Annual Report 2017/18

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## “Safeguarding is Everybody’s Business”

Photo: Barrie Crook, Independent Chair – Dorset Safeguarding Adults Board

I am pleased to introduce the annual report of the Safeguarding Adults Board for 2017-18.

Within the report you will find the contributions made by many of the members of the Board to effective safeguarding. This year has seen organisations

- developing the quality of training,
- implementing measures to improve the identification of safeguarding
- and formalising multi-agency approaches to risk management.

Furthermore, the 5 sub-groups of the Board have each added value by completing programmes of work within the annual business plan. These are set out in the section on ‘Our Achievements’ within the report. An important role of the Board is to seek assurance that organisations are taking all steps possible to safeguard vulnerable people.

The quality assurance group has monitored the level of safeguarding concerns, identifying trends and bringing to the attention of the Board action that is being taken in respect of the small number of care providers whose performance falls below acceptable standards.

A report was completed by the training sub group to assure Board members that the level of training provided to staff in their respective organisations is appropriate to the roles being undertaken.

Members of the Board have visited one another’s offices and hospitals to learn more about their work and report back on their approach to safeguarding. These line of sight visits have been complemented by presentations at formal Board meetings on the findings of Care Quality Commission inspections, the Pan Dorset Mortality Review Group and the LeDeR programme (focusing on deaths of people with a learning disability).

It is not expected that all safeguarding concerns will lead to a formal enquiry. However, in 2017 the Board commissioned an independent audit to examine comparative rates of Section 42 enquiries in each local authority area. In Dorset, for example, in 2016-17 11% of concerns had proceeded to a Section 42 enquiry compared with a rate of 34 % in Bournemouth and 57% in Poole. The report confirmed that such differences are not primarily related to demographic factors, but more to team organisation, interpretation of procedures and staff supervision. This is not just a local issue but one that is shortly to be examined via a national survey. The audit found aspects of good practice that can be shared across the 3 authorities and each will now produce an action plan to ensure statutory requirements are fully met and to deliver more consistent practice across the county.

I am pleased to note the continuing impact on levels of risk where enquiries are undertaken. In 97% of cases risk was removed or reduced. And where adults were asked if the outcome they wanted had been fully or partially achieved, 76% said yes.

Looking forward the Board has identified 4 overarching issues which are a priority for organisations to address.

1. Support the development of a more robust independent provider market that will lead to fewer safeguarding concerns.
2. Reduce the instances of people with care and support needs being victims of domestic and sexual abuse through better integration of domestic abuse and safeguarding practice.
3. Help to establish 'working with the whole family' as standard practice.
4. Evidence that lessons from Safeguarding Adult Reviews and Domestic Homicide Reviews really have changed the way we work

The Safeguarding Board is working closely with other partnerships to achieve these aims. 2 conferences organised jointly with the Local Safeguarding Childrens Boards (LSCB) in February promoted the theme of whole family working. These events attracted national speakers and were attended by over 450 staff. A task and finish group involving both the LSCBs and the Community Safety Partnerships is examining ways to combine and embed the learning from a variety of reviews within day to day safeguarding practice.

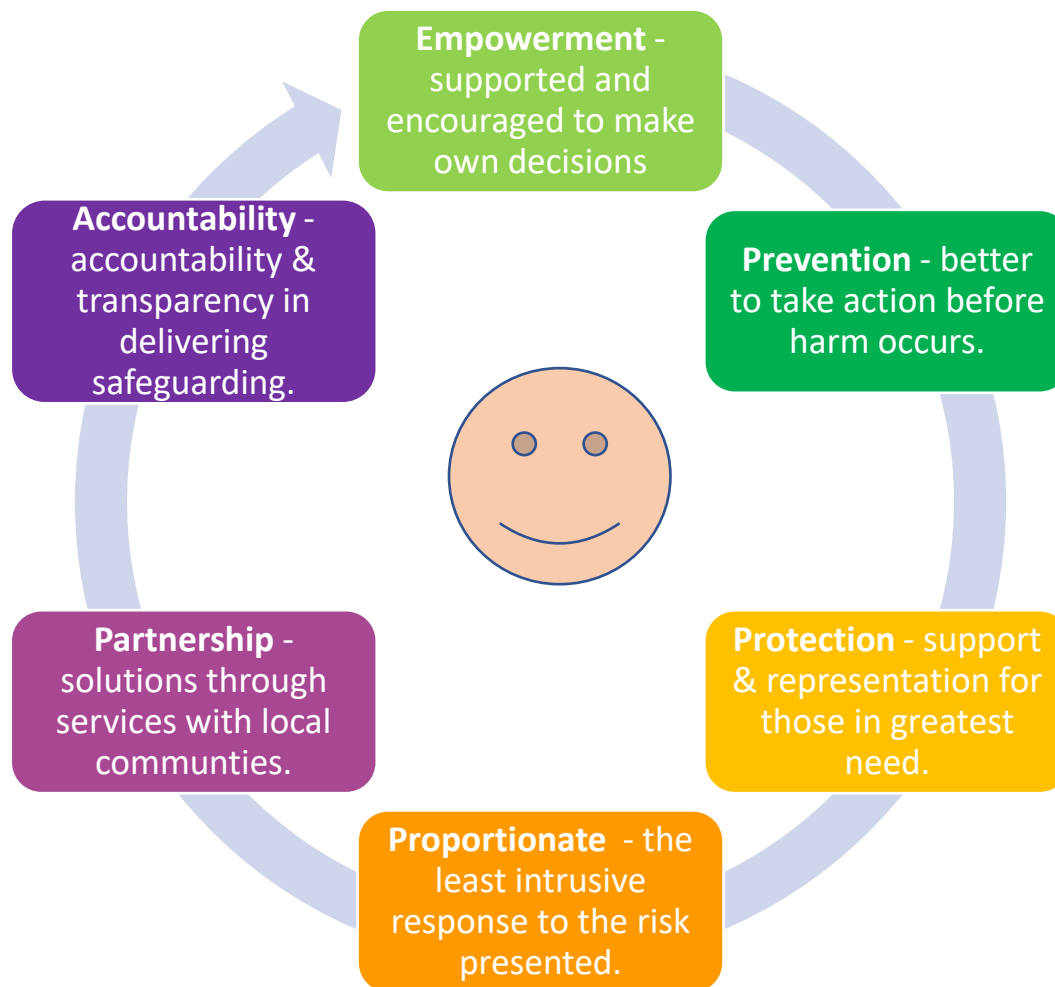
I am aware of the challenging financial constraints faced by all members of the Board. Nonetheless partners have maintained a strong commitment to adult safeguarding and the majority have consistently provided financial and staff support to the Board.

I would like to express my gratitude to the Board's Business Manager and Administrator for the enthusiasm, experience and organisation they bring to their roles. I am equally appreciative of the time given by the chairs of sub groups in leading their areas of activity.

Barrie Crook  
July 2018



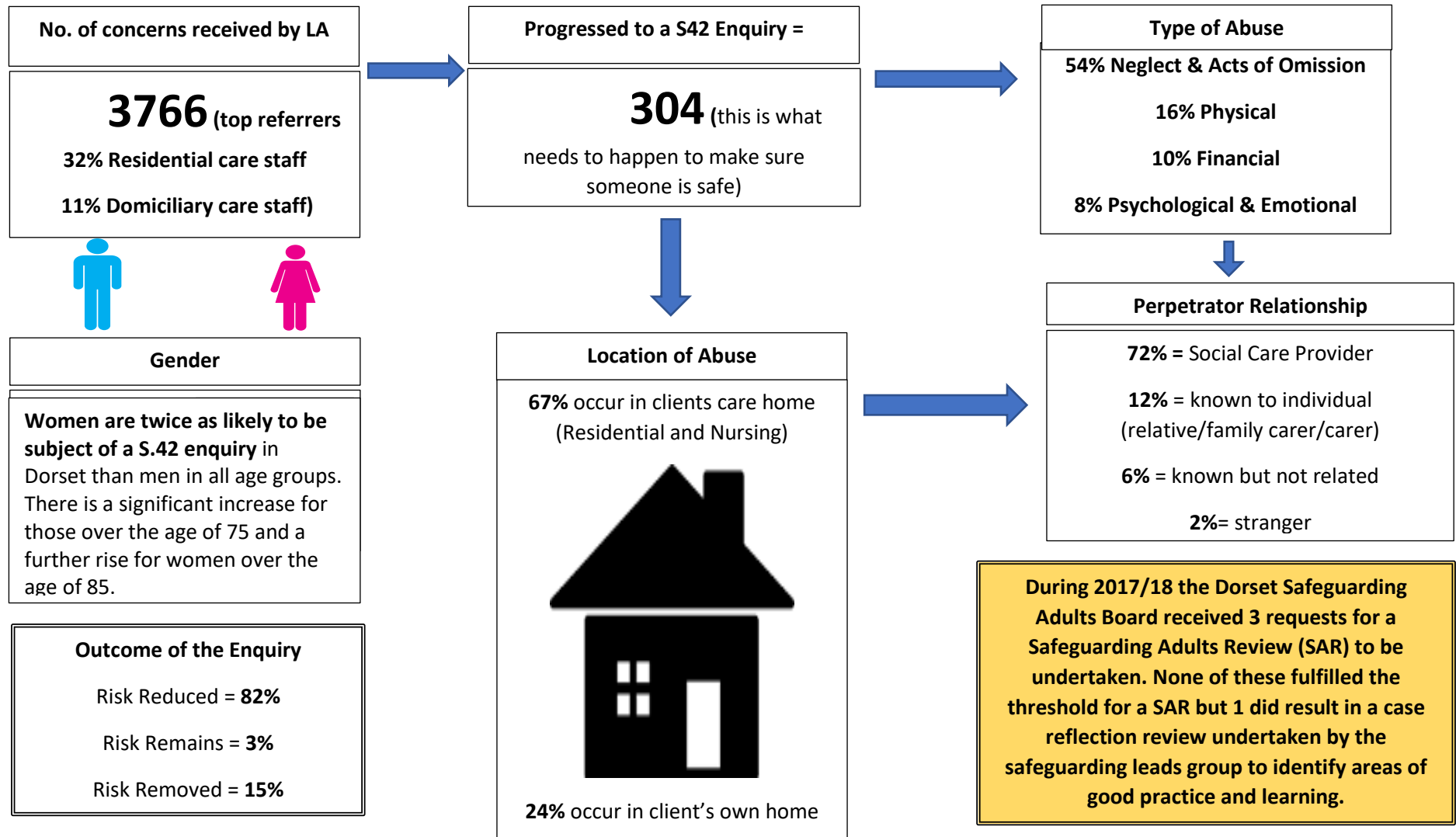
The **6 key principles and Making Safeguarding Personal** should inform the ways in which professionals and other staff work with adults.



**“Making Safeguarding Personal** must not simply be seen in the context of a formal safeguarding enquiry, but also in the whole spectrum of activity”.

(Local Government Association, 2017)

## Safeguarding Activity & Performance Information 2017/18





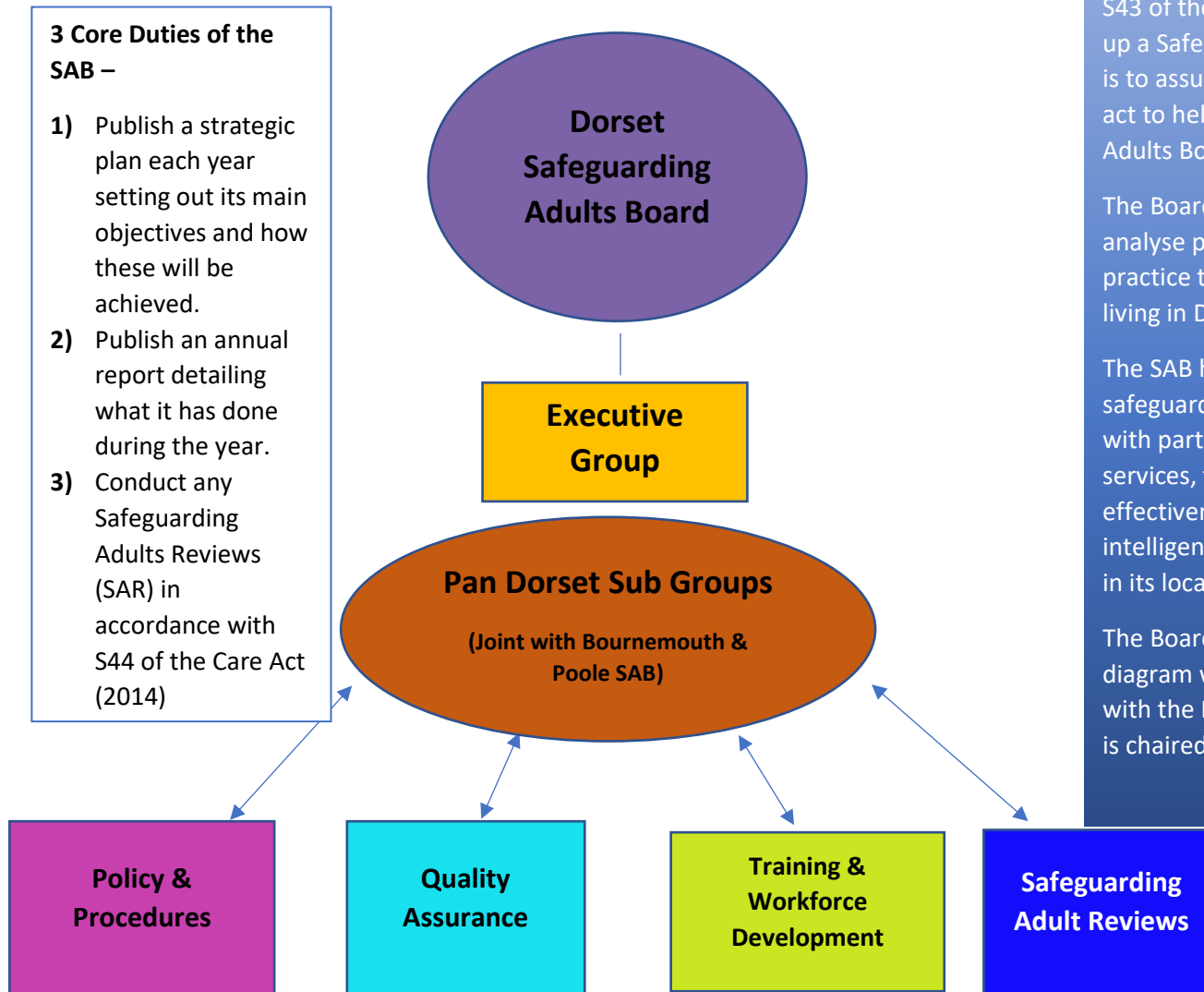
## What is the purpose of the Dorset Safeguarding Adults Board?

S43 of the Care Act (2014) states that each local authority must set up a Safeguarding Adults Board (SAB) The main objective of the SAB is to assure itself that local safeguarding arrangements and partners act to help and protect adults in its area. The Dorset Safeguarding Adults Board (DSAB) was established in 2009.

The Board meets on a quarterly basis throughout the year to analyse performance data and reflect on and improve safeguarding practice to ensure that individuals who have care and support needs living in Dorset are protected from experiencing abuse and neglect.

The SAB has a strategic role. It oversees and leads adult safeguarding across the locality consulting on a range of matters with partners including the safety of patients in local health services, the quality of local care and support services and the effectiveness of prisons in safeguarding offenders. The SAB reviews intelligence on safeguarding in all providers of health and social care in its locality

The Board has a number of shared sub groups as highlighted in the diagram which enable more focused work to be completed in line with the Boards overarching strategic business plan. Each sub group is chaired by a member of the Board.





## **Who are the members of the Board?**

The DSAB membership comprises of representatives from the following key partner agencies. Each representative is responsible for sharing information with DSAB and between the DSAB and their organisation ensuring that any necessary actions are progressed as required by the Board

Dorset County Council	Dorset Clinical Commissioning Group
Dorset HealthCare University NHS Foundation Trust	Dorset County Hospital Foundation Trust
Dorset Police	Dorset Councils Partnership
Dorset & Wiltshire Fire and Rescue	Purbeck Council
South West Ambulance Service Foundation Trust	Christchurch & East Dorset Partnership
Dorset National Probation Service	Dorset, Devon & Cornwall Community Rehabilitation Company
Her Majesty's Prison Service	Dorset Age Partnership
Poole Hospital NHS Foundation Trust	Royal Bournemouth & Christchurch Hospitals NHS Foundation Trust
Dorset Volunteers Centre	NHS England

The Board is chaired by an Independent Chair (Barrie Crook) who is appointed by the local authority in conjunction with its partners the CCG and Dorset Police.

The Board's Business Manager (Karen Maher) attends all meetings to provide professional advice to the Board. The Board is also supported by an administrator (Rhiannon McDowell).

## **What are the Boards Strategic Aims?**

The Board agreed that 4 strategic aims should underpin all aspects of their work-

### **Effective prevention**

Adults are safe from avoidable harm and avoidable death. Early intervention uses a pro-active approach which reduces risks and promotes safe services whilst ensuring independence, choice and control.

### **Effective safeguarding**

Adults know that their concerns about safety will be listened to and dealt with at an early stage and that they are safe and in control with people who work with them

The level of intervention is proportionate to the severity of risk.

Risk is removed or reduced in accordance with the wishes of the individual.

### **Effective learning**

People working with adults are aware of their safeguarding responsibilities and have access to appropriate guidance, procedures and training.

Learning from Safeguarding Adults Reviews and Investigation is disseminated to enable effective learning transfer and continuous improvement.

### **Effective governance**

There is a culture of mutual support and challenge within the Boards.

Partnerships are held to account for their contribution to safeguarding Adults at Risk

There is a commitment to inclusivity and diversity to serve all communities.



## Our achievements in 2017/18

In the Boards' Joint Business plan 2017/18 a number of priority work areas were outlined for the year ahead. Progress has been tracked throughout the year via the appropriate sub group of the Board to ensure agreed actions have been implemented.

What we said we would do.....	What we achieved.....
Develop an enhanced understanding of risk assessment and management within different organisations (Effective Prevention).	Improving consistency in the understanding and management of risk remains an area of focus for all the Boards sub groups.  Multi-Agency Risk Management guidance has been issued by the Board.
Work in partnership with organisations to encourage and facilitate quality provision within the market in order to meet the S5 duty of the Care Act (2014) (Effective Prevention)	Partners maintain robust quality assurance systems and provide relevant data/ themes to the Quality Assurance sub group so that the Board can monitor the incidence and outcomes of safeguarding episodes. The information obtained is used collectively to reduce risk and improve quality of care. The Board follows up lessons from Reviews and seeks assurance/ evidence that changes have been made.
Ensure the source raising a safeguarding concern receives appropriate feedback in a timely manner. (Effective Prevention)	Ensuring appropriate and timely feedback is an area of focus for each Local Authority. Improvements continue to be made.
Training to be made available to service user groups in relation to staying safe on the internet, social media and networking sites. (Effective Prevention)	Dorset Police have provided a number of sessions on cybercrime and staying safe on line across Dorset and to a wide variety of service user groups throughout 2017/18
Ensure young people moving into adulthood have person centred outcomes identified and transitions effectively planned to ensure continuity of care. (Effective Prevention)	This is an ongoing area of work for the Board. It is working closely with the Local authority to support improvements in this area.

What we said we would do.....	What we achieved.....
<p>Improve identification of potential perpetrators, sharing information generated through the Multi-Agency Risk Assessment conference (MARAC) and Multi Agency Public Protection Arrangements (Effective Safeguarding).</p>	<p>Dorset Police are leading in this area of work and provide updates to the Policy &amp; Procedures sub group on progress. A review of MARAC has been completed with a number of recommendations for improvements being progressed. These include better communication between MARAC and safeguarding when there is evidence of domestic abuse and ensuring that safeguarding training adequately covers the risk of domestic abuse.</p>
<p>Identify how the Board can move forward focus areas of Adult Sexual Exploitation, People Trafficking and Modern Slavery and evidence the impact of preventative measures put in place (Effective Safeguarding).</p>	<p>The Board has developed and maintained close working links with the Community Safety Partnerships and Criminal Justice Board who predominantly lead in these areas. A Board representative attends working groups where appropriate. A Modern Slavery Protocol has been developed which the Board were sighted on.</p>
<p>Improve engagement from service users and carers in the Boards work. (Effective Safeguarding).</p>	<p>Each Board meeting receives feedback from Dorset People First. The DSAB Business Manager, attends Keeping Safe meetings, the Making it Real Forum and Learning Disability Partnership Board. Improving and increasing engagement is an ongoing area of work.</p>
<p>Provide enhanced Qualitative analysis of safeguarding adults data to ensure themes and patterns are identified in a timely manner and enable necessary responses to be targeted effectively. (Effective Safeguarding).</p>	<p>All organisations who attend the Quality Assurance sub group meetings now provide a detailed analysis and commentary, rather than raw data, on their data highlighting particular themes and focused areas of work required.</p>
<p>The Boards to empower carers and provider staffs' 'professional curiosity'. (Effective Safeguarding).</p>	<p>Awareness campaign continues. Two Provider events undertaken in February 2018 to engage and improve partnership working. Events were well attended. Board training coordinators also supporting voluntary groups to improve awareness and knowledge, confidence to ask questions and act.</p>

What we said we would do.....	What we achieved.....
Learning outcomes from Safeguarding Adults reviews to be effectively disseminated into practice in order to effect change (Effective Learning).	The Training and Workforce development group created a '7-minute learning' model to share key learning points. A shared learning group involving the Community Safety Partnerships, Safeguarding Childrens Board and SABs has been established.
Nominated Enquirer training to be provided. (Effective Learning).	Nominated Enquirer Form updated providing additional guidance and support for completion.
Ongoing safeguarding training to be available (Effective Learning).	Completed and ongoing.
Improve understanding of the Mental Capacity Act (2005) to ensure all staff are working within the legal framework and understand their roles and responsibilities. (Effective Learning).	Board members supported the Annual Mental Capacity Act Conference in March 2018 by delivering a workshop and providing information stand. The Mental Capacity Act was also promoted by MCA team presence and stand at both 'Whole Family' conferences in February 2018. Organisations have undertaken MCA audits to understand staff knowledge and application. Findings were reported to QA sub group with actions identified.
Educational workshops to be held for service users in relation to Mate Crime and the potential dangers of the internet. (Effective Learning).	Action ongoing - Workshops currently being developed.
Boards to increase awareness and develop a wider understanding of the meaning of 'abuse' amongst all service user groups (Effective Learning).	Communication posters have been given wide publicity and leaflets updated. Posters and leaflets are available for download
Run a joint conference with the Childrens Safeguarding Boards on the theme of a 'Whole Family Approach' to safeguarding (Effective Learning).	Two conferences were delivered in February 2018 promoting a whole family approach which attracted national speakers. Nearly 500 staff were trained. Feedback from the event was very positive. Work will be ongoing through 2018/19 to further embed this approach in practice – <b>see Appendix 2</b>

What we said we would do.....	What we achieved.....
Undertake a review of the way funding for each Board is calculated to ensure the work of the Boards can continue to be sufficiently resourced; including joint work between the boards, Safeguarding Adults Reviews and Domestic Homicide Reviews (Effective Governance)	The Independent Chair completed a paper which was reviewed by the Board in June 2017. Further action has been held over into 2018-19 to align with proposed changes to the Local Safeguarding Childrens Boards.
Ensure the work of the Safeguarding Adults Boards complements and feeds into that of other Boards i.e. Childrens Safeguarding Boards, Community Safety and Criminal Justice Board (CSCJB), Health and Well Being Board and NHS England. (Effective Governance)	Close working relationships between Boards have been developed and maintained. Shared learning and priorities are discussed to prevent silo working and ensure effective engagement from partners. The Business Manager meets quarterly with counterparts on other Boards to ensure common awareness of work areas and priorities.
Seek assurance that transition plans are in place to manage and mitigate structural change, identify and respond to pressures within the system. (Effective Governance)	A Risk Register was established to highlight risks and identify mitigating actions with particular reference to Local Government Reorganisation and changes to delivery of health services. The register is reviewed and updated quarterly at each Board meeting.
Improve the visibility of the Boards through members visiting a variety of work place settings. (Effective Governance)	Line of sight programme agreed – Board members visit different organisations to learn, share information and provide support. Reflective feedback from completed visits is shared at Board meetings.
Boards to support initiatives which seek to raise the status of the caring profession. (Effective Governance)	Independent Chair has made links with the Dorset Workforce Action Board to identify any initiatives planned to develop the independent care workforce. Funding has been provided by Dorset County Council to support the work of Proud to Care.

What we said we would do.....	What we achieved.....
<p>Ensure the voice of service users and carers can be represented effectively at Board discussions, Board members to undertake visits to groups such as People First and the Speaking Up Forums. (Effective Governance)</p>	<p>The Board's Business Manager provides feedback at each Board meeting from People First Dorset - Keeping Safe group.</p> <p>The Board Manager attended the Making It Real Forum.</p> <p>A Line of Sight Programme has been developed for Board members.</p>
<p>Further develop the role of the CQC within the Boards (Effective Governance).</p>	<p>CQC attend Board meetings to provide local updates as appropriate and are invited to attend specific sub group meetings where there is an identified need for their input.</p>

**Many of the above areas of work will continue to be developed further in the Boards new 3 Year Strategic Plan. This document can be reviewed on the Boards Website [www.dorsetforyou.gov.uk/dorsetsafeguardingadultsboard](http://www.dorsetforyou.gov.uk/dorsetsafeguardingadultsboard)**



## Case Studies

### Stanley

Stanley is a 77-year-old man who has been married for 40 years. He is in an abusive relationship. He experiences psychological and emotional abuse daily; in the early years of his marriage he was physically abused also.

A safeguarding concern was raised by a community nurse as Stanley had shared his concerns with the nurse about his home situation. A Safeguarding Adult Practitioner visited Stanley whilst he was accessing respite to discuss his concerns and what outcomes he wanted. Stanley had full capacity and could discuss his views and wishes. He wanted the abuse to stop but loved his partner and did not want any formal action to be taken against them. He wished to use the opportunity of being in respite to not return to the marital home.

The Safeguarding Adult Practitioner contacted an independent Domestic Abuse Charity to offer additional support and contacted Housing to discuss Stanley's situation as his current tenancy was in joint names. The Housing association supported Stanley to find alternative accommodation and obtain relevant benefits to support him to live independently. Stanley is now free from abuse after 40 years.

#### **Safeguarding Principles evidenced –**

**Empowerment** - Stanley was empowered to leave an abusive the relationship with the support of the Adult Safeguarding Team, Housing Provider and Domestic Abuse Charity. For the first time in 40 years he felt confident to make his own decisions.

**Prevention:** Working with a small support network of professionals enabled the abuse to stop and prevented any further incidents occurring.

**Protection:** As result of a multi-agency approach, an effective risk management plan was agreed which supported Stanley to safely leave his relationship. His move into independent accommodation was co-ordinated and supported by all the agencies working with Stanley to ensure he remained safe. No further incidents of Abuse have occurred since Stanley moved into his own accommodation.

**Proportionality:** Stanley was consistency clear that his desired outcome was to leave the marital home and to live independently. He did not wish to take any further action against his partner. The multi-agency response respected Stanley's wishes and supported him to achieve independence.

**Partnership:** Successful multi-agency working enabled Stanley to be free from an abusive relationship.

**Accountability:** All Professionals worked with Stanley together to manage presenting risks. Agreed action plans were shared and evidenced use of Making Safeguarding Personal Principles throughout the whole safeguarding process to meet Stanley's desired outcomes.

## Angela

Angela is a 52-year-old woman who lives alone. She is separated from her husband and estranged from her daughter. There are 15 cats in the property. Angela devotes all her time to her cats who she considers to be her family. Angela is known in her local community and has received many negative comments about her appearance and what others perceive as unusual behaviour. She previously attended a local social group but was asked to leave as other attendees were complaining about her presentation and smell. Angela's property is in a poor state of repair and neighbours have complained about the condition. Animal welfare have been involved due to many complaints from neighbours, although the cats are well fed and cared for. There is however no heating or hot water at the property and a significant amount of cat faeces. It has not been cleaned for a number of years and is causing a potential health hazard. Angela's physical and psychological health has significantly deteriorated. Previous referrals have been received by Adult Social Care however Angela has consistently refused to engage although she has maintained a positive relationship with her GP and local vet. Angela's GP contacted the safeguarding team to discuss concerns for Angela's welfare due to increasing levels of self-neglect which were having a significant impact on her physical health and daily coping skills.

A Multi Agency Risk Management Meeting (MARM) was convened which Angela was invited (but declined) to attend, co-ordinated by the Safeguarding Practice Manager. The MARM meeting provided an opportunity for all agencies to share concerns and identify options to engage with and support Angela to reduce the likelihood of serious harm occurring. An Action plan was agreed and shared with Angela by the GP and reinforced by the Vet when Angela visited with her cats. She was accepting of this support and agreed for the fire service to visit her at home to complete a smoke alarm check.

The Safeguarding Practice Manager via the positive relationship Angela had with the Vet could build a rapport with her over a 2-year period which enabled her to engage with support services. This has resulted in the property being cleaned and a new boiler fitted through access to a grant. A support network has also been established including links with the local church which has enabled Angela to participate in a number of social activities outside of the home and develop friendships, all of which have had a positive impact on her health and wellbeing.

### **Safeguarding Principles evidenced –**

**Empowerment:** Angela remained in control and everyone supporting her worked at her pace.

**Prevention:** Agencies sensitively supported Angela to understand and make the changes necessary to improve her health and wellbeing.

**Protection:** The multi-agency approach ensured that all involved who were supporting Angela using an agreed approach.

**Proportionality:** The right amount of support was provided to Angela to improve her quality of life and manage presenting risk, whilst also respecting her wishes.

**Partnership:** Worked in partnership with Angela throughout the entire process; she remained the central focus at all times.

**Accountability:** Professionals worked together to take the actions necessary to protect Angela from serious harm, all agencies understood their role.

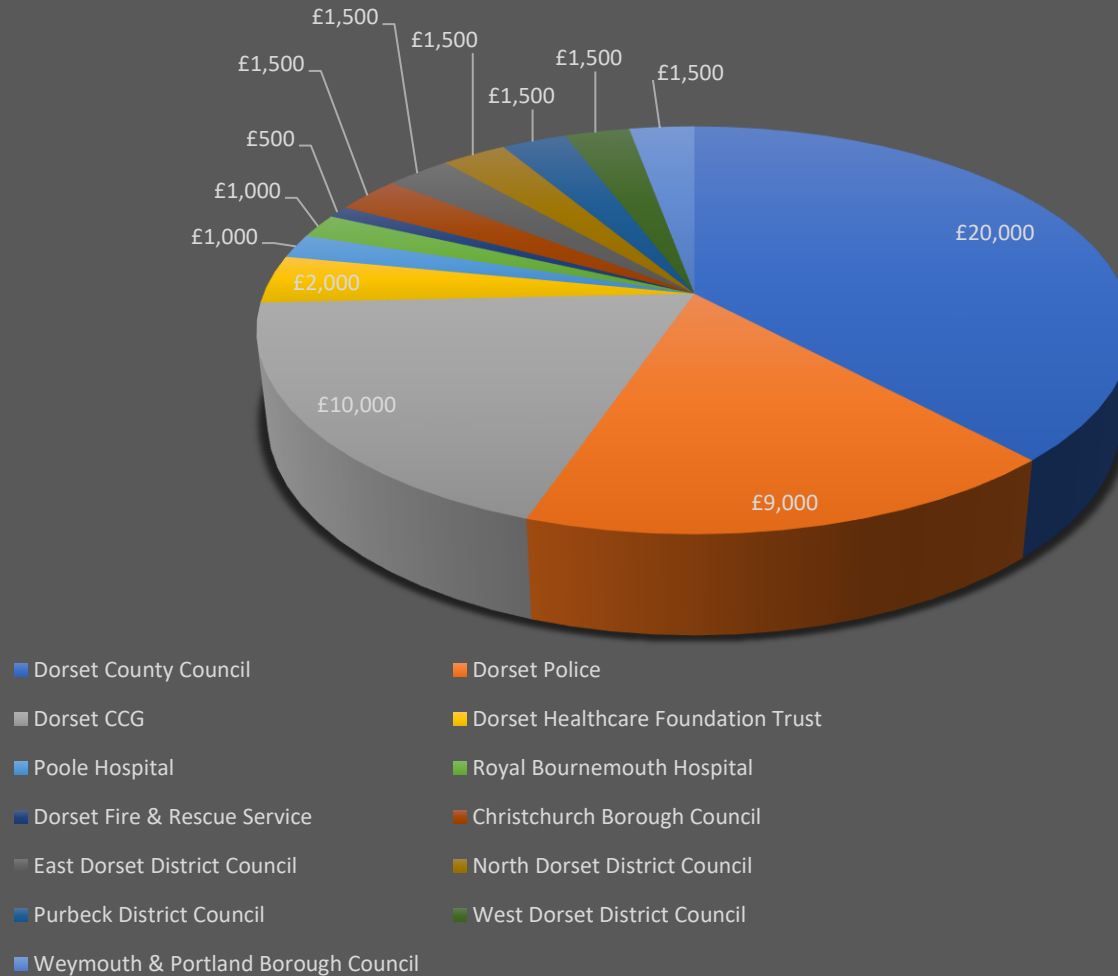
## Board objectives moving forward.

The Boards have identified 4 overarching issues which are deemed a priority for organisations to address and are highlighted in the Boards 3-Year Strategic plan 2018-2021. All will involve engagement with other partnerships which have specific responsibilities.

- Support the development of a more robust independent provider market that leads to fewer safeguarding concerns.  
**Key partnerships:** Workforce Action Board; Health and Well Being Boards.
- Reduce the instances of people with care and support needs being involved in domestic abuse and improve the 'interface' between Domestic Abuse and safeguarding.  
**Key partnerships:** Community Safety Partnerships; Pan-Dorset Domestic Abuse and Sexual Violence Strategy Group; MARAC steering group; Health and Well Being Boards
- Help to establish 'working with the whole family' as standard practice.  
**Key Partnerships:** Local Safeguarding Children's Boards; Community Safety Partnerships
- Evidence lessons from SARs and DHRs really have changed the way we work.  
**Key Partnerships:** Local Safeguarding Children's Boards; Community Safety Partnerships.



## Board Member Contributions



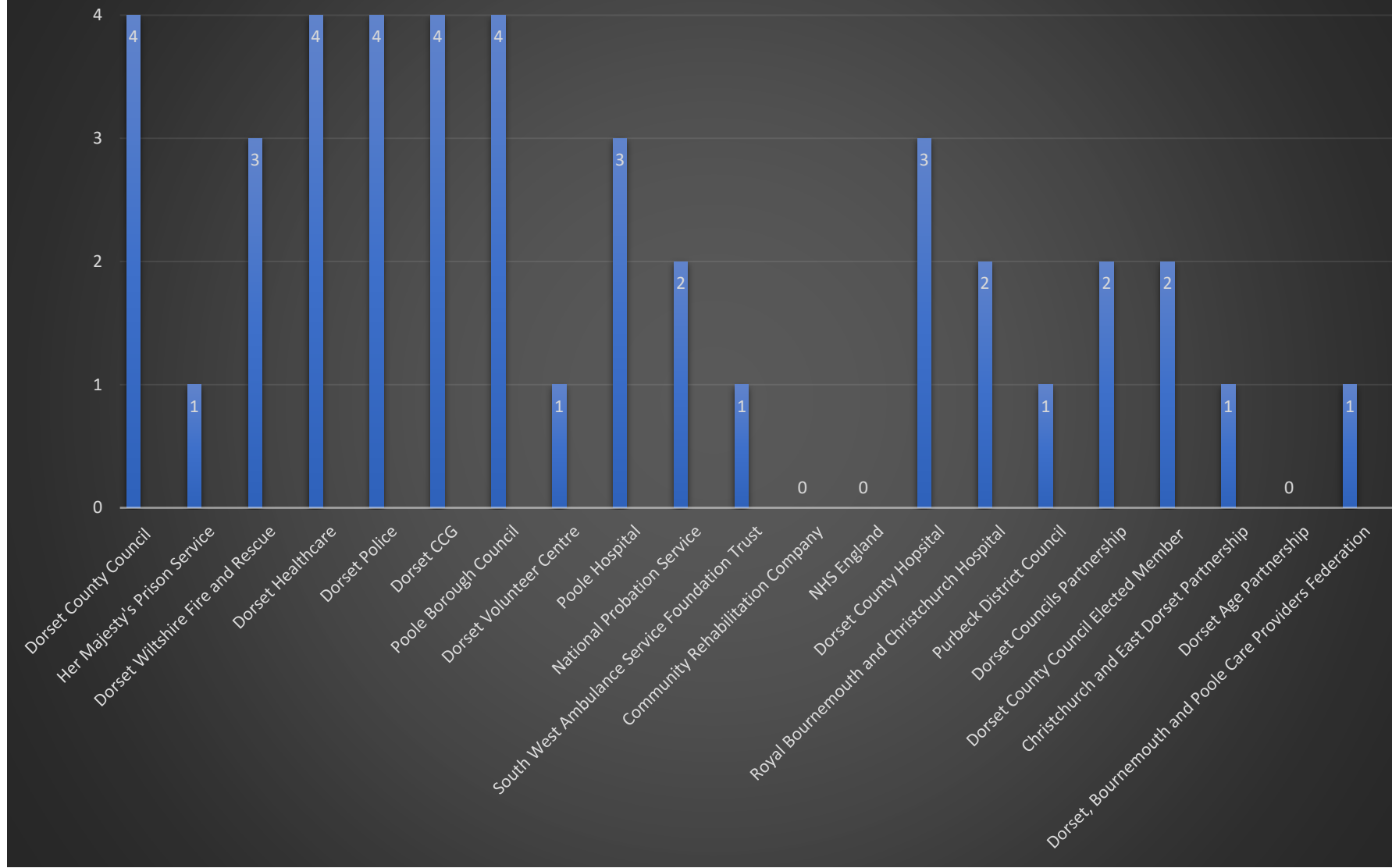
The Board receives financial contributions from its members. These contributions support 3 types of expenditure:

1. Funding of Board staff and the expenses involved in running the Board
2. To support the priorities identified in the business plan.
3. Potential or actual costs of commissioning a Safeguarding Adults Review (SAR)

**Total contributions to the Board's work in 2017/18 were £52,500**

(A **Safeguarding Adults Review** is a process for all partner agencies to identify lessons that can be learned from particularly complex or serious **safeguarding adults'** cases, where an **adult** in **vulnerable** circumstances has died or been seriously injured and abuse or neglect has been suspected.)

## DSAB Meetings 2017/18 - Member attendance



# See it, Hear it, Report it



## Abuse is wrong - Tell someone

- Dorset Direct on 01305 221016 if you are a member of the public or 01929 557712 if you are a health or care professional
- Borough of Poole Adult Social Care help desk on 01202 633902
- Bournemouth Care Direct on 01202 454979

If outside of normal office hours, please call the out of hours service on 01202 657279.

If you think someone may be at **immediate risk of harm** contact the police by calling **999**.

You can also tell a health or social care worker such as a social worker, nurse, doctor or occupational therapist.

## Appendix 1



- An **overview of Safeguarding Activity and Performance** for 2017/18 is provided on **p6** of this report
- One of nine areas nationally to become an **Integrated Care System**.
- Quarterly **Reflective Learning groups** established.
- Quality Assurance **Case Audits** undertaken.
- **Mental Capacity Act Conference** took place at the BIC in March 2018 with 420 delegates attending.
- Supported in Development of Multi Agency Risk Management (**MARM**) **Guidance** and training events.
- 42% increase in completed Best Interest Assessments for Deprivation of Liberty Safeguards authorisation.

**Effective Prevention:** - Dorset is one of eight areas nationally to become an Integrated Care System. This system brings together different organisations from the health and social care system to improve the health and wellbeing of the local population by integrating services. Organisations across Dorset have developed a shared plan, Our Dorset - Sustainability & Transformation Plan (STP), which aims to overcome some of the challenges health and social care services face in the future. As an overarching strategic plan, the STP covers elements of Health and Wellbeing Strategies, Integrated Community Services, the Clinical Services Review programme and reflects wider stakeholder priorities including that of the Safeguarding Adults Boards. Dorset attend the Care Quality Monitoring Group to share intelligence about providers of concern and representatives from Dorset, Bournemouth, Poole and the CCG Quality teams meet monthly to discuss low level intelligence and concerns to ensure information is captured. RIFT (Risk, Information, Focus, Theme) continues to be used in DCC to identify accumulative concerns and themes across individual care homes and the wider market.

**Effective Safeguarding:** - Safeguarding Adults within Dorset is centred around a specialist Safeguarding model; which offers a single point of access for safeguarding referrals for professionals and a safeguarding team that undertake and oversee all Sec 42 Enquiries. Members of the public contact the Adult Access Team initially for advice and support. The team lead on Whole Home Enquiries where there are concerns about registered care providers and give advice and oversight on the most complex community cases.

**Effective Learning:** - All adult social care staff in Dorset receive mandatory safeguarding Adults training, followed by 3 yearly updates. Additional training modules for managers, staff in Local Authority Trading Company and the Independent & Voluntary Sector are provided. Quarterly reflective learning groups were launched across the organisation for both registered and unregistered workers focusing on legal literacy; working with complexity and as a reinforcer of good practice. Learning from audits and Safeguarding Adults Reviews are discussed in these groups. Practice reinforcement and review is provided through Quality Assurance case audit work on an ongoing basis. A specific focus has been given to practice issues around Care Act compliance; use of advocacy; Mental Capacity and Risk.

**Effective Governance:** - Developing and sustaining a safeguarding culture which focuses on personal outcomes for people with care and support needs is a key operational and strategic goal and remains a key priority, is aligned with our Corporate Vision and is a central tenet of the broader strategy of Adult and Community Services.





- Organisation Business Design has led to the **redeployment of staff to Public Protection areas**. This has seen a growth in areas of safeguarding.
- **Effective Communications campaign** for Domestic Abuse and Controlling and Coercive Behaviour, which achieved Royal support and national coverage.
- Together with other partners have worked together, under the remit of the Adult Safeguarding Board's procedures sub group developed Multi Agency Risk Management guidance.
- Commissioned an internal **audit of vulnerability flags** to ensure the most vulnerable individuals at risk are identified and flagged to ensure front line services can respond to concerns appropriately.
- Development of **internal and partnership processes** to prevent and respond to concerns regarding victims of **modern day slavery**

**Effective Prevention:** - Dorset Police continues to support local and national prevention campaigns. The reach of Dorset Police's media department is vast. An example is the creation of the **cut your strings** campaign – <https://www.dorset.police.uk/help-advice-crime-prevention/abuse-exploitation-neglect/domestic-abuse/cut-your-strings-controlling-and-coercive-behaviour/>

The campaign focused on raising awareness of Coercive and Controlling Behaviour. It was led by the High Sheriff of Dorset with Dorset Police, Bournemouth University, CPS & Safer Poole. Other prevention campaigns have focused on the vulnerable members of our community susceptible to fraud and rogue traders.

**Effective Safeguarding:** - The development and further planned expansion of expert police officers and staff that work within the safeguarding environment is a demonstration to the commitment that Dorset Police protecting the vulnerable. Dedicated staff are now in place to triage criminal investigations relating to Adults at Risk. The force has future planned 'vulnerability training' for all staff on top of the routine training provided to staff members.

**Effective Learning:** - Dorset Police has shown a drive to improve learning practices. Practitioner learning events have taken place whereby fundamental issues have been identified whilst maintaining the engagement of the practitioners involved. Dorset Police continue to support Domestic Homicide Reviews (DHR) and Safeguarding Adult Review (SAR) processes and seek to learn the lessons from harmful incidents. Internal practices and policies have changed and training developed in line with learning outcomes from DHR, SAR and SCR (Serious case Reviews)

**Effective Governance:** - Dorset Police continue to fully engage with partners within the Safeguarding Adults Board and relevant sub groups. Dorset Police are also committed to MARAC and chair the steering group and co-chair the pan Dorset DA Strategic Group. Dorset Police have taken part in multi-agency audits relating to Adults at Risk process and Domestic Abuse investigations.



Dorset

Clinical Commissioning Group

- **Lead for Domestic Abuse** in each GP practice
- Bespoke facilitated **training packages with “You First** – Isolated Community Engagement project.
- Supported the delivery of five Multi Agency Risk Management (**MARM**) **training sessions** across the county to all partner agencies.
- Ensuring all professionals have undertaken **PREVENT** counter terrorism training
- Safeguarding **Quality Assurance tool** developed for all GP surgeries.

**Effective Prevention:** - The CCG seeks assurance from all NHS providers, that they have adequate safeguarding processes in place and collects quarterly data from the providers. This is analysed by the SAB Quality Assurance group on a quarterly basis enabling identification of themes/ trends across the healthcare landscape. All GP practices are supported during Safeguarding Enquiries, to undertake significant event analysis and determine any lessons to be learnt within current practice. The Designated Adult Safeguarding Manager (DASM) undertakes an annual QA visit to each NHS provider, to review training and systems to seek assurance effective safeguarding is being undertaken. Clinical incidents, risk and adult safeguarding is triangulated across the CCG to ensure any exception reporting is identified and highlighted This enables a horizon scan of concerns across the whole system.

**Effective Safeguarding:** - The CCG has been an effective partner in a number of wholesale enquiries and will support in the development of wholesale enquiry guidance. All patients presenting with pressure ulcers are reviewed as part of the patient risk and safety team, and are effectively shared with the DASM if there are safeguarding concerns. The DASM has worked with the providers to cross reference the Department of Health and Social Care Safeguarding Adults Protocol Pressure Ulcers and the interface with a Safeguarding Enquiry to seek assurance that they are fulfilling their duties. The CCG has supported Dorset Health Care in the development of their contracture pathway tool. Through collaborative working with the SAB's and the Community Safety Partnership (CSP), the CCG has been an active member of the MARAC review and the MARAC steering group. The CCG has an active role in Safeguarding Adult Reviews and Domestic Homicide Reviews ensuring that primary care is engaged and involved as required throughout the process.

**Effective Learning:** - The CCG offer bimonthly peer supervision sessions to all GPs to develop effective methods to manage concerns. A bimonthly GP newsletter highlights learning from Safeguarding Adult Reviews and Domestic Homicide Reviews. The CCG reviews training delivered within all the NHS providers, to ensure the essential standards for adult safeguarding are met and learning is being embedded in practice. The DASM is Chair of the Training Workforce and Development subgroup, and has contributed to two facilitated workshops around self-neglect at the joint annual safeguarding conference and the Mental Capacity Act conference both held in early 2018.

**Effective Governance:** - The CCG has strong reporting mechanisms in place to provide good safeguarding governance. There is an executive lead for safeguarding within the CCG. The DASM exception reports any outstanding safeguarding concerns through a number of routes to inform the executive lead and the chief operating officer. The DASM and the lead safeguarding GP present annually to the governing body, to reinforce their statutory responsibilities.

- DHC's Adult and Children's Safeguarding Teams are **developing a safeguarding dashboard** allowing staff to record and access all safeguarding information and forms in a central place.
- Supported in development of the **Contracture Screening Tool (CAST)** academic accreditation & validity has now commenced
- Involved in a **series of workshops** informing attendees on the purpose of **Multi-Agency Risk Management, (MARM)**
- The Safeguarding Adults and Children's teams have reviewed the mandatory, Level 2 safeguarding training, which will be launched in April 2018. From April 2018, staff will be required to complete **Safeguarding Adults portfolio**

Dorset HealthCare, (DHC), remains committed to fulfilling its statutory requirements to work in collaboration with partner agencies to ensure that the population of Dorset maintain their right to live their lives free from abuse or harm, wherever possible.

**Effective Prevention & Learning:**- DHC has launched learning pages on the staff intranet to share learning from Domestic Homicide Reviews; Section 42 enquiries; Safeguarding Adult Reviews; Case Audits and Serious Untoward Incidents. Electronic links to synopsis of learning are available for staff to access more detail on the cases. Summaries of the learning are also published in the electronic newsletter. DHC's safeguarding Adults Service has provided advice and support to staff providing care to people who were demonstrating self-neglect where risk was managed using the Multi-Agency Risk Management (MARM) process (47 new cases were supported in 2017/18). This is significantly higher than the previous year and indicates that DHC staff are aware of their responsibilities to prevent harm from self-neglect. The Safeguarding Adults Team review completed root cause analyses when a patient has developed a pressure ulcer under DHC care; this provides assurance that safeguarding adults concerns are identified and raised appropriately. The team also continue to review all safeguarding adults' incidents reported through the incident reporting system, to ensure that concerns are raised with the Local Authority and/or the police as required. The team asks clinicians to clarify interventions that are implemented to reduce risk of further concerns occurring and to share ideas and experience regarding risk management strategies.

**Effective Safeguarding:** - The Safeguarding Adults Team quality assures all Nominated Enquiry Reports (NERs) to ensure appropriate learning has been identified and interventions are in place to reduce the risk of reoccurrence. Stronger processes are also being developed with the Patient Safety Team to identify Serious Untoward Incidents that may also be a safeguarding concern. DHC supported 5 Whole Service Enquires during 2017/18 with 3 being supported in Quarter 3 and two in Quarter 4. Support has ranged from sharing details of care provided by DHC to completing joint assessments of residents' care needs with the Local Authority, sharing information and advice on skin integrity.

**Effective Governance:**- Stronger processes are being developed with the Patient Safety Team to identify Serious Incidents that may also be a safeguarding concern. DHC's Safeguarding Adults team also participated in Dorset County Council's, Multi-Agency Risk Assessment Conference, (MARAC), audit in January 2018. DHC identified the need to update the DASH assessment form used to incorporate additional stalking questions.

- **Essential Skills Training Package** for all staff reviewed and now incorporates radicalisation & its alignment with Safeguarding, Domestic Abuse & its differing manifestations including coercion and control.
- Dorset County Hospital Safeguarding team have **commissioned 3 short videos** to explain what it is to assess mental capacity including the interaction with safeguarding.
- **Pocket sized flash cards** devised and distributed to all health professionals (includes PREVENT/ Safeguarding adults & children/ Mental capacity)
- **Tailored training sessions**, devoted to Domestic Abuse/ Mental Capacity Act for specific groups (junior doctors/ newly qualified healthcare professionals).

**Effective Prevention:** - In November 2017, Dorset County Hospital Foundation Trust in conjunction with YOU FIRST, held week long activities to promote awareness of Domestic Abuse throughout the Trust. Stands with support workers were set up in Emergency Department/ Maternity /Children Centre: The Safeguarding Leads visited all the wards at Dorset County Hospital to introduce the New Joint Domestic Abuse Policy & Guidance. The Safeguarding team also held a stand at the Hospital Open Day on the 7<sup>th</sup> October, offering an opportunity to obtain resources, advice on Safeguarding & Mental Capacity, this was very well received.

**Effective Safeguarding:** - DCH utilise a cause for concern form for staff that is directed via email to both DCC hospital social care, Safeguarding lead at DCH & MCA advisor. This form has been updated to capture referrals for self-neglect and domestic abuse and highlight if there is any potential risk to a child and advice needs to be sought. All adult safeguarding concerns are reviewed at a weekly meeting. Attendance includes DCC hospital social worker, Dorset Healthcare adult safeguarding lead or MCA advisor, discharge lead, dementia lead practitioner and, on request, the Tissue Viability Nurse. An action plan is formulated, and shared with the ward team that have submitted the concern. All concerns are collated with themes and trends identified and discussed at the Boards Quality Assurance sub group. Trends over the past twelve months have shown an increase in concerns for people under the age of 65, who predominantly have a dependency on either drugs or alcohol. Dorset County Hospital acknowledges the increasing vulnerability, health & social issues these patients potentially have. A dedicated addiction specialist nurse has been employed by the Trust.

**Effective Learning:** - Dorset County Hospital recognises that people learn in many ways and conflicting priorities to always attend 'traditional' training events. The team have actively pursued a variety of approaches to education including an updated intranet site, Learning disability champion meetings, supporting the Mental Capacity Act Action Day on the 5<sup>th</sup> March 2018, the National Autism week trolley dash to ward areas, updates via internal communications and notice boards highlighting different aspects of Safeguarding; these are next to the restaurant accessible to both staff & public.

**Effective Governance:** - Quarterly Safeguarding Adults Group meetings are chaired by the Trust Executive lead for Safeguarding & attended by Trust Staff and external agencies. The Trust governance framework is followed with the sub-board responsible delegated committee (The Quality Committee) being informed by exception reporting of details of the group's meeting, and anything for escalation to either the Quality Committee's attention or for further escalation to the Trust Board. This is in accordance of the Trust Board 'standing orders', and the board constitution.

- The Trust has continued its work to **raise the profile of domestic abuse** and support earlier disclosure to professionals. New electronic assessment and referral systems have been developed.
- The Trust has continued to **develop its support to patients with a learning disability** to ensure that a consistently high standard of care is provided. An alert flag is added to patient's records and a resource folder with key tools has been provided to in-patient wards which includes communication aids and care passports.
- Meetings have been established between the trust safeguarding lead and the local authority lead to facilitate a **rapid review of concerns** and timely access to clinicians and expert advice.
- A **carers agreement** has been developed to provide clarity of roles whilst patients are in hospital and facilitate continuity of care.

Safeguarding Adults continues to be central to the work of providing a safe, caring, effective, responsive and well led care within the hospital. It is an enduring thread in the delivery of our strategic objectives. The growing understanding of the potential threats to the vulnerable, alongside an increasingly frail and elderly population with chronic health concerns means that this work is growing year on year and becoming increasingly complex.

We continue to value working collaboratively with partner agencies to achieve the best outcome for patients. Further work to facilitate safe and easy transfer of information, share ideas and experience and develop consistent approaches across organisations is welcomed through the work of the Board and its subgroups.

**Effective Prevention:** - Recruitment of a skilled workforce, with ongoing development and education of our staff is central to prevention of safeguarding concerns within the trust. We are actively developing new recruitment strategies to prevent shortfalls in the workforce. Our safeguarding training is organised to ensure that it embraces the complexity and range of safeguarding concerns which arise in our community and beyond.

**Effective Safeguarding:** - The Safeguarding Adults and Children Lead Nurses work closely together to triangulate information and ensure that a whole family approach is taken in responding to safeguarding concerns.

**Effective Learning:** - The learning from safeguarding concerns and enquires is shared by the monthly '60 second Update' newsletter provided to all staff. Such learning from local and national events is also used throughout the trust update and induction training as individual case studies to provide context to discussions and connection with staffs' own roles. Further staff have joined in the role of safeguarding champions to act as local links in clinical practice and help increase knowledge and confidence in wards and departments, these staff receive additional education through planned seminars with local experts.

**Effective Governance:** - The Trust received it's CQC inspection report in January 2018 and was pleased to receive an overall rating of 'good', this included a rating of good for the well lead domain. The Trust has agreed an action plan with CQC and Dorset CCG to address those areas where further improvement was required. As part of this the Trust will be developing a Learning Disability Strategy and Mental Health Strategy.



- **96.7%** of staff have Level 2 training in 2017/2018.
- Development of **online Cause for Concern form** to improve legibility and confidentiality of sensitive information.
- **Adult safeguarding stickers** given to wards to put into the patients notes when they raise a cause for concern.
- Working with Dorset CCG and colleagues in all Dorset Acute Trusts to **align practices**
- Completed the first **Mental Capacity Act (MCA) Audit** to gain a baseline of understanding and inform training and development
- Adult safeguarding team meets monthly with Social Services to ensure robust decision making.

**Effective Prevention:** - The Royal Bournemouth and Christchurch hospitals are committed to making safeguarding personal. In engagement with people receiving services from us, we are confident our staff can identify and will report any disclosures or observations that could indicate someone is at risk of harm or being harmed. Our staff respect the needs of individuals and will gain consent to report; but also understand the instances when consent can be overridden to protect others. We have strong relationships with the other Pan Dorset partner agencies and work in partnership with them to promote the four Safeguarding Adult Board priorities.

**Effective Safeguarding:** - The Trust ethos is totally engaged in the concept that Safeguarding is 'Everybody's Business' and we have worked hard to reduce barriers to any member of staff reporting. We don't ask our staff to identify whether something does or does not meet the criteria for safeguarding, but to respond to what they see, hear or feel uneasy about by raising a concern. There is no password to enter the e forms to complete a cause for concern, making it easy for all staff to access. The adult safeguarding team are visible on the wards regularly, giving staff opportunity for informal and formal discussions.

**Effective Learning:** - It is vital that we embed the Mental Capacity Act (2005) into practice in Bournemouth and Christchurch hospital as it is the process that entwines what we do in safeguarding as well as a stand-alone legal obligation. Making safeguarding personal is entirely about consent and individual wishes; therefore, our best interest outcomes are designed to keep a person as safe as possible to prevent abuse and neglect. We have also voluntarily increased our safeguarding training to Level 2 for all staff and volunteers.

**Effective Governance:** - The governance structure for Safeguarding adults is transparent at the Royal Bournemouth and Christchurch hospitals. We welcome visits from partner agencies to view our developments, processes and offer suggestions for improvement. We are working with the other acute Trusts in Dorset to align our practices so that information being delivered to the board can be compared equitably and we have the full support from our hospital social work safeguarding team to achieve this. We provide representation at meetings and subgroups to ensure we are aware of changes in legislation and practice.

## Dorset Councils Partnership

During 2017/18 Dorset's Council Partnership have -

Completed a round of face to face safeguarding training for front-line and visiting staff (Effective Safeguarding & Learning)

The e-training module has been completed by all staff (Effective Learning)

Updated the partnerships safeguarding policies (Effective Governance)

Refresh the DCP intranet with relevant and timely safeguarding information (Effective learning)

Over the last 12 months Christchurch and East Dorset have -

Mandatory safeguarding training for all staff (Effective learning and Safeguarding)

Mandatory Safeguarding module for taxi drivers – Hackney Carriage and private hire. This is an ongoing requirement (Effective Safeguarding) Mandatory BTEC or NVQ qualification to be obtained for all taxi drivers (Effective Learning)

Development of an e- learning resource for all staff to access (Effective Learning)

Attendance at the Boards Joint conference and other events to raise awareness and build networks (Effective Prevention)



This year we have –

Updated their Safeguarding policies, these will be kept under review at internal safeguarding meetings during 2018/19 (Effective Governance)

All staff are trained in adult and children's safeguarding and briefed on new policies. New starters are trained and briefed on the policy (Effective Learning). The Purbeck Staff intranet has been updated with safeguarding information (Effective Prevention & Learning)

Adopted of the modern slavery protocol and designation of Council lead (Effective Prevention & Safeguarding)

**Local Government Reorganisation (LGR) in Dorset is a key focus for all district councils. Over the next year it will be important to ensure that safeguarding arrangements are recognised and protected through the change process**





- The Trust is **aligned to 14 adult safeguarding boards**.
- Attended **59** multi-agency professional meetings
- At the end of 2017/18 the Trust had achieved **97% compliance for level 1** safeguarding training and **95% for level 2**.
- During 2017/18 the Trust **generated 14,500 safeguarding referrals** from 1.5 million patient contact events.

The South-Western Ambulance Service NHS Foundation Trust's Safeguarding Service produces a 41-page detailed annual report. This is required for governance purposes. The report highlights the Trust's strategy for the governance, education, and management of safeguarding.

Some highlights from the report related to safeguarding adults are:

- The Trust is aligned to 14 adult safeguarding boards (Effective Governance).
- During 2017/18 the Head of Safeguarding and Named Professionals attended 59 multi-agency professional meetings and 34 Local Safeguarding Childrens B /LSAB meetings (Effective Safeguarding).
- At the end of 2017/18 the Trust had achieved 97% compliance for level 1 safeguarding training and 95% for level 2 (Effective Learning).
- During 2017/18 the Trust generated 14,500 safeguarding concerns from 1.5 million patient contact events (Effective Safeguarding).
- Self-neglect emerged as a theme for adult safeguarding referrals.
- During 2017/18 the Safeguarding Service received notifications for 21 Domestic Homicide Reviews, 19 Safeguarding Adults Reviews, 3 stepped-down SARs, and 5 multi-agency learning events (Effective Learning & Effective Prevention).
- The administrators in the Safeguarding Service noticed a pattern of safeguarding referrals from ambulance staff raising concern about incidents where staff in nursing homes had failed to recognise or react to patients with symptoms of strokes. An audit was undertaken and the results were escalated to the Commissioners Support Unit (CSU) (Effective Prevention & Effective Safeguarding).
- A Named Professional arranged for a specialist charity working in Adversity Related Injuries to present at the Bristol, North Somerset health safeguarding leads forum. This enabled a conversation to be opened with the Clinical Commissioning Group leads about a potential multi-agency service development to introduce specialist counsellors to Emergency Departments who would take direct referrals from ambulance crews. The process is currently active in London and was recognised by the Trust's Safeguarding Service as a model of best practice at a peer review meeting with the London Ambulance Service.
- The Named Professional in the East contributed to a multi-agency review of sudden deaths of rough sleepers in the Taunton area.

National  
Probation  
Service



The National Probation Service (NPS) in Dorset continues its commitment to the Safeguarding Adults agenda and The Head of Dorset sits on both the Dorset and Bournemouth & Poole Boards. The NPS implements new policy and procedures, sends staff on appropriate training and undertakes a number of Quality Assurance activities as well as making appropriate referrals.

National Probation Service staff work, to both support vulnerable victims of crime and seek to reduce the risks of serious harm by perpetrators by use of one to one work and appropriate group interventions. This includes accredited programme delivery for both convicted sexual offenders and perpetrators of domestic abuse. The NPS as responsible authority supports the safeguarding of adults via the Strategic Management Board for Multi-Agency Public Protection Arrangement (MAPPA SMB), working with partners to reduce the risk of harm and to protect vulnerable adult victims and families.

In addition, the NPS fully co-operates with the Safeguarding Adult Review (SAR) procedures in relation to known offenders, sits on panels and implements learning from all SAR's The NPS also contributes to best practice arrangements for the Domestic Violence and Sexual Violence strategic groups across Dorset, Bournemouth & Poole and supports MARAC (Multi Agency Risk Assessment Conference approach across Dorset to work with and support victims of Domestic Abuse.



HM Prison &  
Probation Service

All establishments continue to promote effective safeguarding principles within local policies.

We are working to embed local policies for the re-opening of HMP The Verne in July 2018



- Safe and Well visits are carried out including to advise and assist victims of Domestic Abuse. Where appropriate officers can fit a fire-proof letterbox and discuss escape plans.
- We engage in the Multi Agency Risk Management (MARM) process to work with other agencies in safeguarding cases.
- Staff attend external training including conferences on hate crime, self-neglect and the Joint Conference of the Safeguarding Adults and Children's Boards in February 2018.
- Co-ordinator is a member of the Safeguarding Workstream for the National Fire Chiefs Council.

Dorset and Wiltshire Fire and Rescue Service (DWFRS) continue to develop and embed safeguarding standards across the organisation supported by a rolling programme of training. DWFRS work in collaboration with local safeguarding boards, councils and other partners to ensure the Service is compliant with national safeguarding legislation

### **Effective Prevention**

Dorset and Wiltshire Fire and Rescue Service (DWFRS) adopts a 'whole system approach' to safeguarding adults and children. By working closely with other agencies DWFRS can utilise information shared to safeguard not only those with vulnerabilities but also other people including DWFRS staff.

### **Effective Safeguarding**

Formal safeguarding arrangements are delivered predominantly by the Safeguarding Coordinator following the Safeguarding Adults Board's framework and processes. Safeguarding work undertaken by DWFRS includes assessing levels of hoarding at properties. DWFRS works closely with Dorset Police and South West Ambulance to high light properties that are considered a high fire risk, enabling staff to approach those properties in a timely manner and hopefully reduce the fire risk. This includes Information sharing when there is a threat of arson.

### **Effective Learning**

The Safeguarding Coordinator has met with the Safeguarding Learning and Organisational Development Adviser within DWFRS and arranged bespoke safeguarding training for staff. Regular meetings take place to ensure that training requirements are met and further work is planned to evidence that safeguarding training has been embedded within the organisation.

### **Effective Governance**

The Safeguarding Coordinator has arranged awareness training for Duty Area Managers that sit on Safeguarding Adults Boards. The Safeguarding Coordinator has also met with the Safeguarding Leads from other Fire and Rescue Services, namely Royal Berkshire, Hampshire and Devon and Somerset to network and share best practice.

## Appendix 2

The Adults and Children's Safeguarding Boards across Dorset, Bournemouth & Poole worked together and held two very successful joint conferences in February 2018, promoting a **'Whole Family Approach to Safeguarding'**. It was attended by over 450 delegates. A wide range of organisations were represented including staff from Children's and Adults Social Care teams, Commissioning, Health partners, Schools, Police and the Fire Service. The keynote speaker, Jan Pickles OBE, is a registered social worker who has worked with the probation service, police, NSPCC and central government. Jan gave an overview of whole family approaches and best practice nationally.

This was followed by David Mellor, an author of several Safeguarding Adults Reviews, Domestic Homicide Reviews and Serious Case Reviews presenting on local learning themes. Sue Rastall from Train to Equip spoke about whole family working. Five thought-provoking workshops were also available to choose from, all in keeping with the whole family theme. The topics covered were attachment, domestic abuse, neglect, parental learning disability and transition through mental health services. Marketplace stalls hosted by relevant local organisations, and networking with fellow delegates to exchange ideas and discover how joint working might be possible were also important aspects of the day. It is hoped that the momentum gathered at the conference will positively influence joint family working across Dorset.



### **The Conference Team, from left to right –**

Lisa Rowe (Dorset County Council Learning & Organisational Development Advisor – Safeguarding), Glynis Greenslade (Training Co-ordinator Bournemouth & Poole Safeguarding Adults Board), Claire Hughes (Business Manager, Bournemouth & Poole Safeguarding Adults Board) Sarah Elliot (Independent Chair for Dorset and the Bournemouth and Poole Safeguarding Childrens Boards), Karen Maher (Business Manager, Dorset Safeguarding Adults Board), Sue Jones (Business Manager, Bournemouth & Poole Local Safeguarding Childrens Board), Donna Devoto (Business Support Manager, Dorset Safeguarding Childrens Board), Kaye Elston (Business Manager, Dorset Safeguarding Childrens Board) and Barrie Crook (Independent Chair for Dorset and the Bournemouth & Poole Safeguarding Adults Boards).