

RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL

MUNICIPAL YEAR 2018/19

CHILDREN & YOUNG PEOPLE SCRUTINY  
COMMITTEE

12<sup>TH</sup> SEPTEMBER 2018

REPORT OF GROUP DIRECTOR,  
COMMUNITY & CHILDREN'S SERVICES

Agenda Item No: 3

CWM TAF SAFEGUARDING BOARD  
ANNUAL REPORT 2017/18

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1. **PURPOSE OF THE REPORT**

- 1.1 The purpose of the report is to share with Members the Annual Report for 2017/18 for the Cwm Taf Safeguarding Board (Children, Adults and MASH). See Appendix 1.

2. **RECOMMENDATIONS**

It is recommended that Members:

- 2.1 Notes and endorses the content of the Cwm Taf Safeguarding Board Annual Report for 2017/18.

3. **REASONS FOR RECOMMENDATIONS**

- 3.1 The Cwm Taf Safeguarding Board has a statutory responsibility to publish an Annual Report on 31st July each year, to demonstrate its effectiveness in exercising its functions in the preceding financial year.

4. **BACKGROUND**

- 4.1 The Cwm Taf Safeguarding Board is a statutory partnership made up of the agencies that are responsible for safeguarding children and adults at risk in Cwm Taf. The aim of the Board is to ensure that people of all ages are protected from abuse, neglect or other kinds of harm. This also involves preventing abuse, neglect or other kinds of harm from happening.
- 4.2 The work of the Board is delivered via a Sub Group structure, which aims to support multi-agency safeguarding in Cwm Taf. The Lead Partner (Rhondda Cynon Taf County Borough Council) employs the

staff of the Board Business Management Unit and holds the Board budget, to which the statutory partner agencies contribute.

4.3 The two key safeguarding objectives of protection and prevention underpin the work of the Board and inform the priorities each year.

4.4 The Multi-Agency Safeguarding Hub (MASH) sits within the structure of the Board to enhance safeguarding practice, with agencies working together in one place to receive all safeguarding referrals and share relevant agency information to make collaborative decisions.

## **5. ANNUAL REPORT 2017/18**

5.1 The purpose of the Annual Report is twofold; it is a tool of accountability and a tool for evaluation. Accountability has three components:

- accountability to the public;
- accountability to the statutory partner agencies of the Board; and
- accountability to the inspectorate bodies.

5.2 The required content of the Report is set out in the statutory guidance under Part 7 of the Social Services and Wellbeing (Wales) Act 2014. A summary of some of the key achievements included in the report is provided below:

### **5.3 Safeguarding Practice**

- The Cwm Taf MASH led on an Information Sharing System Working Group (with Cardiff and Bridgend MASH) to source alternative options to the current MHUB IT system (to be carried out in 2018).
- A review of the adult and children safeguarding processes and the thresholds for decision making within the MASH was carried out. This has provided the Board with a better understanding of where there are perceived differences between the two local authorities and how partner agencies can work together to overcome barriers that may cause delays in decision making.
- The introduction of a MASH Quality Assurance Group has enabled the Board to focus on the front-end safeguarding referrals and how the MASH systems and processes are ensuring that these are dealt with appropriately.
- The Board commenced one Adult Practice Review which was published in April 2018. One Child Practice Review commenced and two joint Child/Adult Practice Reviews were published, having

commenced in 2016. The time taken to complete these reviews was due to the complexity of both cases.

#### 5.4 Safeguarding Specific Groups of People

- There was a specific focus during the year to ensure that providers of services in Cwm Taf had an improved awareness of safeguarding and how concerns are reported. This resulted in a total of 16 care providers receiving Level 2/3 safeguarding training.
- Lessons learned from our two published Reviews identified a need to ensure that the transition to adulthood for young people is managed more effectively to reduce the risks of harm. A multi-agency task and finish group was set up to develop a set of transition principles for agencies to adopt.
- Over 60% of safeguarding reports for adults are for those over 65 years old and a significant proportion of these are for older people with dementia. This year, we have strengthened the questions asked by Safeguarding Officers around the adult at risk's decision making ability by adding additional questions to the case management tool.
- The local authorities have increased access to advocacy for people who need support to participate in safeguarding processes.
- The focus of the Board in relation to the Deprivation of Liberty Safeguards continues to be on safeguarding those people who are most in need. Whilst waiting lists for assessments remain high, every case is risk-assessed, prioritised and a review programme is in place.
- One of our priorities for 2017/18 was to work with the Cwm Taf Together for Mental Health partnership to support children and young people with mental health and emotional wellbeing needs. A workshop with all partners was held in February 2018 to develop a plan to take this work forward into 2018/19.
- The Board has acknowledged that a clear policy is needed to manage children placed outside of the area and also for those placed in other areas from Cwm Taf. We are currently awaiting a national piece of work being conducted by the Welsh Government.
- Child Sexual Exploitation (CSE) has continued to be a priority for the Board. A Multi Agency Child Sexual Exploitation (MACSE) group was set up in 2017 and has become embedded into the Board governance.

- The Board still awaits the outcome of the national work on neglect to adopt any recommendations for Cwm Taf.

#### 5.5 Collaboration

- The Safeguarding Board Business Managers across Wales have continued to collaborate during the year.
- The Board continues to collaborate with the CSP as the agendas are increasingly aligned.
- The Board Chairs, Members and Business Managers have developed good working relationships with the Welsh Government.
- The Cwm Taf representative from the National Board attends the Board meetings on a quarterly basis, contributes to discussions and events and shares materials relevant to the work and interests of the Board.

#### 5.6 Engagement, Participation and Communication

5.7 The Board has been proactive in raising awareness of safeguarding and how everyone is able to contribute to keeping people safe.

5.8 The Board ensures that participation is as inclusive as possible given the various needs of professionals, children, young people and adults at risk. This has enabled us to improve our engagement opportunities and ensure that the views of people contribute to developing best practice, and that frontline staff are integral to informing the improvement of learning and development.

5.9 This has been supported by a number of engagement activities and consultation with the people who use our services throughout the year.

#### 5.10 Information, Training and Learning

- During the year, 150 multi-agency safeguarding training courses were delivered to 2,542 delegates in Cwm Taf.
- The Board also hosted a number of Multi Agency Practitioner events this year to share learning with a wide range of practitioners involved in safeguarding.
- The Board continues to use the Cwm Taf Safeguarding website to share a range of information to public and professionals. This year, two E-Bulletins for professionals were published which included a range of topics and news items.

## **6. EQUALITY AND DIVERSITY IMPLICATIONS**

- 6.1 An Equality Impact Assessment (EqIA) screening form has been prepared for the purpose of this report. It has been found that a full assessment is not required at this time.

## **7. CONSULTATION**

- 7.1 The Annual Report has been approved by the Cwm Taf Safeguarding Board and shared with the Welsh Government, the National Independent Safeguarding Board and the five other Regional Safeguarding Boards.

- 7.2 A copy of the report has been published on the Cwm Taf Safeguarding Board website [www.cwmtafsafeguarding.org](http://www.cwmtafsafeguarding.org)

## **8. FINANCIAL IMPLICATION(S)**

- 8.1 The Cwm Taf Safeguarding Board uses the national funding formula to assess and identify annual financial contributions from statutory partner agencies.

## **9. LEGAL IMPLICATIONS OR LEGISLATION CONSIDERED**

- 9.1 The Social Services and Wellbeing (Wales) Act 2014 sets out the responsibilities and the functions of the Regional Safeguarding Boards.

## **10.0 LINKS TO THE CORPORATE AND NATIONAL PRIORITIES AND THE WELL-BEING OF FUTURE GENERATIONS ACT**

- 10.1 The Board contributes to elements of the work of the Public Service Board by reporting on safeguarding activity.

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# CTSB

CWM TAF SAFEGUARDING BOARD

# Safeguarding in CWM TAF



## The Cwm Taf Safeguarding Board

# ANNUAL REPORT 2017/2018



VOLUNTARY ACTION  
MERTHYR TYDFIL  
GWEITHREDU GWIRFODDOL  
MERTHYR TYDFIL



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# 1. Introduction and Foreword - Co-Chairs of the Board

## Welcome to the second Annual Report for the Cwm Taf Safeguarding Board.

Working Together to Safeguard People<sup>1</sup> identified the requirements placed on Regional Safeguarding Boards in terms of accountability and effectiveness. Within this guidance, it is identified that each Board should publish a Report on the 31st July each year. The guidance also identifies what is required within the Annual Report which allows for consistency across Wales.

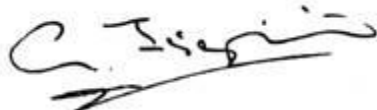
The governance arrangements within Cwm Taf continue to be robust with an Annual Plan setting out our agreed outcomes. It has a clear and effective multi agency structure supporting the delivery of our Plan on behalf of the Board. Reports are routinely submitted to the Board to raise risks and issues against the delivery of the Plan and for decision and action from the Board. This supports the Board to take ownership of its work at strategic level and provide leadership to the Sub Groups on the delivery of the plan.

The Board's business is managed through a dedicated and effective Business Management Unit which is financed through a committed Safeguarding Board budget. The Business Management Unit and associated resources are continually reviewed supporting a staff structure for both Safeguarding Adults and Safeguarding Children with one Strategic Business Manager.

This Report highlights the work that the Board has undertaken during 2017/18 in pursuit of our aim to ensure that the people of Cwm Taf are safeguarded from abuse, neglect or other forms of harm. We are acutely aware that this can only be achieved through our strong partnership, with all Board agencies working together proactively and productively.

We continue to seek opportunities to further develop and improve safeguarding in Cwm Taf and we recognise that this can only be achieved through effective collaboration. We will therefore continue to collaborate with partner agencies, Welsh Government and other partnerships and safeguarding boards to enhance practice and to share learning.

We also endeavour to engage with children and adults and offer them opportunities to participate in our work. We would encourage anyone who would like to be involved to contact our Business Management Unit on **01443 484523** or email: [cwmtafsafeguarding@rctcbc.gov.uk](mailto:cwmtafsafeguarding@rctcbc.gov.uk)



<sup>1</sup> Statutory guidance issued under the Social Services and Wellbeing (Wales) Act 2014

## 2. Safeguarding in Cwm Taf

The area of Cwm Taf covers the local authority areas of Merthyr Tydfil and Rhondda Cynon Taf with a population of approximately 300,000.<sup>2</sup>

The **Cwm Taf Safeguarding Board**<sup>3</sup> is a statutory partnership made up of the agencies that are responsible for safeguarding children and adults at risk in Cwm Taf. The aim of the Board is to ensure that people of all ages are protected from abuse, neglect or other kinds of harm. This also involves preventing abuse, neglect or other kinds of harm from happening.

The work of the Board is delivered via a Sub Group structure, which aims to support multi-agency safeguarding in Cwm Taf. The Lead Partner (Rhondda Cynon Taf County Borough Council) employs the staff of the Board Business Management Unit and holds the Board budget, to which the statutory partner agencies contribute.

The two key **safeguarding** objectives of **protection** and **prevention** underpin the work of the Board and inform the priorities each year.

The responsibilities and functions of the Board are set out in the statutory guidance under Part 7 of the Social Services and Wellbeing (Wales) Act 2014. It has an overall responsibility for challenging relevant agencies so that:

- there are effective measures in place to protect children and adults at risk who are experiencing harm or who may be at risk as the result of abuse, neglect or other kinds of harm; and
- there is effective inter-agency co-operation in planning and delivering protection services and in sharing information.

### What is Abuse and Neglect?

Abuse means physical, sexual, psychological, emotional or financial abuse. Neglect means a failure to meet a person's basic physical, emotional, social or psychological needs, which is likely to result in an impairment of the person's well-being.

The **Cwm Taf Multi Agency Safeguarding Hub (MASH)** sits within the structure of the Board and acts as the single point of contact for all professionals to report safeguarding concerns across Cwm Taf. The MASH has been fully operational since May 2015, having been set up to enhance safeguarding practice, with agencies working together in one place to receive all safeguarding referrals and share relevant agency information to make collaborative decisions.

#### **MASH activity comprises:**

- Child Protection / Safeguarding
- Adults at Risk Safeguarding
- Domestic Abuse (MARAC - Multi-Agency Risk Assessment Conference)

<sup>2</sup> Source: Data Unit Wales

<sup>3</sup> Referenced throughout this document as the Board

**Cwm Taf MASH Partners are aligned to the membership of the Board and are:**

- Cwm Taf University Health Board
- South Wales Police
- Merthyr Tydfil County Borough Council and Rhondda Cynon Taf County Borough Council:
  - Adult Social Services
  - Children's Services
  - Education
  - MARAC (Domestic Abuse service)
  - Emergency Duty Team (EDT)
- National Probation Service
- Wales Community Rehabilitation Company

**The key aims of the MASH relate to the following themes:**

- Improved coordination and consistency of threshold/decision making when a safeguarding report is raised
- Improved response times leading to earlier interventions
- Reduction of repeat referrals

### 3. Members of the Safeguarding Board

The Lead Partner for the Board is Rhondda Cynon Taf County Borough Council and the membership complies with the statutory guidance issued under Part 7 of the Social Services and Well Being Act 2014.

A list of members is attached as Appendix 1.



## 4. How did we achieve our outcomes for 2017/18?

The Board published two Annual Plans on 31 March 2017, setting out the priorities for safeguarding adults and for safeguarding children in 2017/18.

The Annual Plans for 2017/18 can be accessed at:

[www.cwmtafsafeguarding.org](http://www.cwmtafsafeguarding.org)

### Priority Outcome - Governance

#### What did we say?

The priority for 2017/18 was to have a robust structure and clear governance arrangements for the Board to support its effective operation and its compliance with the Social Services and Wellbeing (Wales) Act 2014.

#### How have we achieved this?

This year the Board has continued to take every opportunity to collaborate across children and adults safeguarding to support joint working and sharing of information and learning. There has been a joint Board for children and adults since 2015. This has proved to be an effective approach in improving safeguarding arrangements for everyone breaking down artificial barriers based on age. This has been embraced by all Board members.

The Board has co-ordinated the safeguarding activities of each partner represented on the Board through its Work Plan for 2017/18. The Board ensures that safeguarding activities are effective by challenging agencies via Board meetings, reviews and audit activity. Action plans generated from the latter are monitored to ensure that partner agencies are implementing appropriate improvement actions.

A Performance Management Framework is in place to enable the Sub Groups to report to the Board on progress and to escalate any risks and issues for decision.

The Board is supported by the Safeguarding Business Management Unit which provides effective management, co-ordination and administrative support. The capacity of the Business Unit was increased in 2017/18 to support the additional responsibilities linked to the MASH governance arrangements and the co-ordination of Domestic Homicide Reviews and Adult/Child Practice Reviews.

The Board structure is set out in Appendix 2.



## 5. How we implemented our Annual Plans in 2017/18

### Priority Outcome - Safeguarding Practice

#### What did we say?

The priority for 2017/18 was for the Board to be assured that there are effective inter-agency safeguarding practice and processes in place, supported by robust quality assurance and information sharing systems. We also wanted to ensure that the MASH information sharing platform (MHub) continued to be fit for purpose and to continue to share information in a timely manner.

#### How have we achieved this?

##### Information Sharing Systems

The Board wanted to ensure that systems to support safeguarding were kept updated to comply with the forthcoming changes associated with the introduction of the WCCIS<sup>4</sup> system. WCCIS was introduced in Merthyr Tydfil at the start of 2017 and regular updates were provided to the Board on progress. System issues resulted in significant delays in the production of all of the performance data. The Board ensured that a process was in place to manage the risks associated with this and the issue was resolved by the end of year.

An Information Sharing Accord between the Health Board and the two Local Authorities was signed off in 2016 for the Deprivation of Liberty Safeguards (DoLS). This has allowed the sharing of information in relation to DoLS. It will be reviewed in 2018/19 in light of the GDPR<sup>5</sup>. There is also an Accord in place between the Multi Agency Safeguarding Hub partner organisations to support the regular sharing of personal information.

In addition, an Information Sharing System Working Group (with Cardiff and Bridgend MASH and the system supplier) was set up to devise a plan to review current requirements and source alternative options (to be carried out in 2018)

##### Performance and Quality Assurance

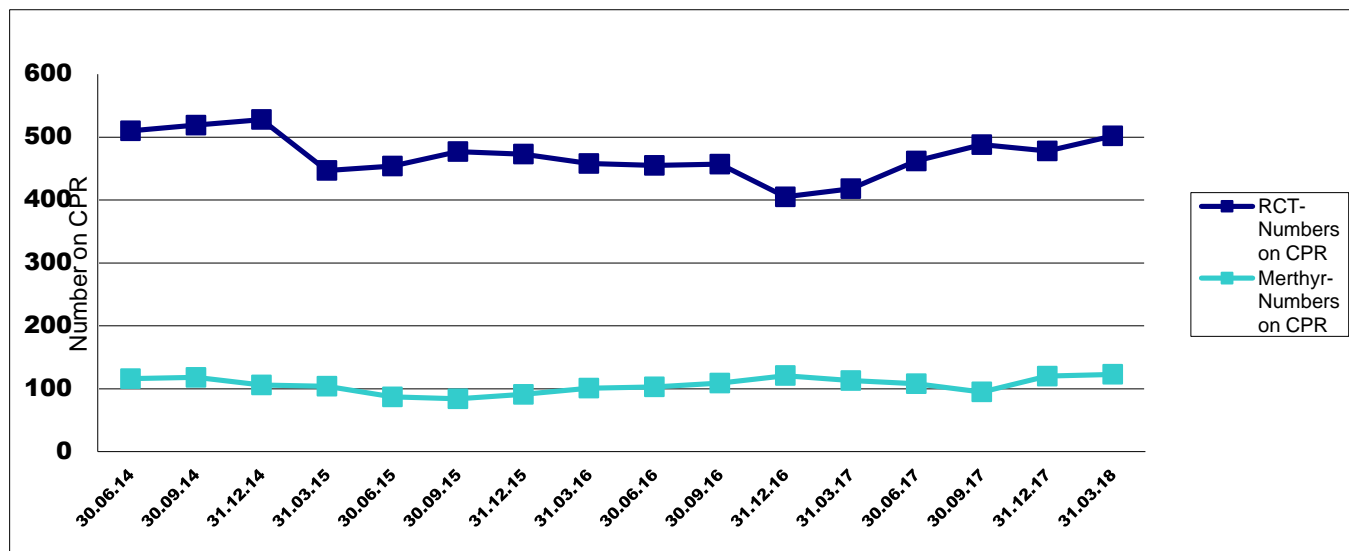
In Cwm Taf, safeguarding data is recorded at the point of referral/report through to the child or adult protection processes and any associated outcomes. This data is received quarterly from the Local Authorities' Performance Management Teams and is scrutinised via the Quality Assurance Sub Groups. Any patterns or trends can then be identified and areas requiring further explanation can be explored further via audits or reviews.

<sup>4</sup> Welsh Community Care Information System

<sup>5</sup> General Data Protection Regulations

## Child Protection Data for 2017/18

During 2017/18 the number of children on the Child Protection Register has increased by 20% across Rhondda Cynon Taf (418 to 502) and by 9% (113 to 123) across Merthyr Tydfil, with children aged between 5-9 years being the highest age range for registrations across Cwm Taf.



As at 31 March 2018 the number of children registered under each category of abuse was:

	Neglect, Physical & Sexual	Neglect & Physical	Neglect & Sexual	Physical & Sexual	Neglect	Physical	Sexual	Emotional	TOTAL
RCT	0	8	2	5	148	76	20	243	502
MT	0	0	0	0	22	9	9	83	123

In Rhondda Cynon Taf, the percentage of children on the Child Protection Register under the category of Neglect decreased from 42% (176) at 31/03/17 to 29% (148) at 31/03/18.

In Merthyr Tydfil, the percentage of children on the Child Protection Register under the category of Neglect decreased from 25% (28) at 31/03/17 to 18% (22) at 31/03/18.

In Rhondda Cynon Taf, the percentage of children on the Child Protection Register under the category of Emotional Abuse increased from 36% (150) at 31/03/17 to 48% (243) at 31/03/18. In Merthyr Tydfil, the percentage of children on the Child Protection Register under the category of Emotional Abuse increased from by 62% (70) at 31/03/17 to 67% (83) at 31/03/18. This correlates with the increase in incidents of domestic abuse across Cwm Taf.

The number of re-registrations for children who have had 1 previous period of registration was 36% (182 children) for Rhondda Cynon Taf and 27% (33 children) for Merthyr Tydfil for 2017/18. This has increased slightly across Rhondda Cynon Taf and Merthyr Tydfil compared to 2016/17.

The Board's Quality Assurance Sub Group for Children continues to monitor changes in the performance data. Where there have been noticeable changes the Quality Assurance Sub Group has carried out further investigations and/or audits to satisfy the Board that there are no missed opportunities for learning or improvement.

### Adult Protection Data for 2017/18

Across Cwm Taf a total of 6,111 suspected adult at risk reports were received during the year. This is a significant increase compared to the previous year (4,308).

The number of reports for each category of abuse was as follows:

	Physical	Financial	Neglect	Sexual	Emotional
RCT	1016	428	2278	199	1858
MT	145	66	148	25	682

26% (Rhondda Cynon Taf) and 22% (Merthyr Tydfil) of adults were reported more than once for the same category of abuse or neglect during the year. 26% (Rhondda Cynon Taf) and 15% (Merthyr Tydfil) of adults were reported for different categories of abuse or neglect during the year. These figures require further investigation during 2018/19.

The percentage of adult protection enquiries completed within 7 days was nearly 94% for Rhondda Cynon Taf and 89% for Merthyr Tydfil.

#### **CASE STUDY:**

A referral was received from the National Probation Service regarding a perpetrator who was in prison for actual bodily harm, having assaulted his partner. There was a concern that he was going to be released shortly and that he intended to reside with his partner when he was released. There was a further concern that the victim was being encouraged by her partner to have his restraining order removed. Additionally, the victim did not recognise the harm caused by her partner and his behaviours.

Following a referral to MARAC<sup>6</sup> and to Adult Safeguarding, adult services became involved and a social worker worked closely with the IDVA<sup>7</sup> to establish trust with victim.

A strategy discussion took place where MASH partners shared information that may previously have been unknown, and agreed a joint plan to safeguard the victim.

Joint work between Domestic Abuse Services, Adult Social Care, Health Services and the National Probation Service via the Adult Safeguarding process resulted in a co-ordinated plan to protect and support the person in her new-found determination to remove herself from the relationship.

<sup>6</sup> Multi Agency Risk Assessment Conference

<sup>7</sup> Independent Domestic Violence Advisor

## Developments to the Multi Agency Safeguarding Hub (MASH)

In 2017/18 a review of the adult and children safeguarding processes and the thresholds for decision making within the MASH was carried out. As a result a proposal was developed to further integrate the local authority functions within the MASH, including a review of business support (to be completed in 2018/19).

The review of the processes and thresholds in MASH has provided the Board with a better understanding of where there are perceived differences between the two local authorities and how partner agencies can work together to overcome barriers that may cause delays in decision making.

The introduction of a MASH Quality Assurance Group has enabled the Board to focus on the front-end safeguarding referrals and how the MASH systems and processes are ensuring that these are dealt with appropriately. In 2018/19 the Group will scrutinise MASH safeguarding outcomes and themes via a performance management framework and planned audit programme. This is in line with the audit programmes implemented via the Board's other Quality Assurance Groups.

Audits completed during 2017/18 in relation to **safeguarding adults** included:

- Quality of strategy discussions
- Use of advocacy in Safeguarding
- Suspected Adult at Risk Reports from Independent Hospitals
- Review of Outcomes of Criminal Investigations
- Audit of Health-led Safeguarding Cases

Some of the themes identified via these audits are provided in Section 10 of this report.

### **CASE STUDY**

A multi-agency case audit was completed in relation to a lady with advanced dementia who lived at home with her husband. On a number of occasions domiciliary carers had reported to the MASH Safeguarding Team that the lady had unexplained bruising. Concerns for the lady were high amongst all professionals involved with her to the extent that she had been removed from her home in her best interests on a number of occasions.

Following another incident, the lady was admitted to an emergency residential placement and this time, a recommendation was made that she should remain there permanently and that an application to the Court of Protection be made to authorise such a placement.

The subsequent audit of the case identified some learning for agencies in relation to professionals' understanding of the law in these circumstances and that the pervasive view, that since it could not be proved beyond reasonable doubt that her husband was abusing her, nothing could be done to secure her safety, was flawed.

This learning was remitted to the Board's Training and Learning Group for inclusion in a Multi-Agency Practitioner Forum. It was also recommended that further guidance be issued for staff around Court of Protection processes.



During the year, the Adult Quality Assurance Sub Group also monitored activity in relation to:

- Concerns regarding Inter-Agency Safeguarding Practice - 3 received and processed
- Multi-agency Safeguarding Complaints - 1 received and dealt with as a single agency concern
- Use of Police Custody as a Place of Safety for 'vulnerable women' and 'males under 30' is also now being reported
- Escalating Concerns regarding providers of domiciliary, residential and nursing care

Audits completed for **children's safeguarding** included:

- Children on the Child Protection Register (CPR) for 2 years plus
- Children subject to re-registrations
- Children deregistered having been on the CPR for 6 months or less
- Children on the CPR who are also looked after

Again, some of the themes identified are provided in Section 10 of this report.

#### **CASE STUDY**

A referral was made to MASH Children Services by a GP around father's behaviour. On the same day 3 contacts were made by the police citing deterioration in his mental health. Child protection procedures were implemented to protect the children.

A multi-agency audit was requested to review interventions for both children and adult and a subsequent Practitioner Event was held with professionals to identify any lessons relating to the case. Recommendations from this identified a need for joint training for both children and adult services in relation to child protection and the impact of parental mental health.

As a result, all services are working together to achieve the aims within the Child Protection plan and joined up work between children and adults services has improved. The local authority was praised by the court in their promotion of contact between father and children.

The Children's Quality Assurance Sub Group also monitors activity in relation to:

- Police Powers of Protection - 29 reported during the year, group assured that actions were appropriate and safeguards in place
- Conference Complaints - 2 reported, 1 not upheld, 1 partially upheld
- Concerns regarding Inter-Agency Safeguarding Practice - monitored 6 weekly - see data and case study later in this section
- Professional Strategy Meetings - monitored quarterly
- First Time Entrants into Custody - 6 reported during the year, 2 of which were children looked after, group assured that appropriate safeguards were in place

Audits completed during the year in relation to the **Deprivation of Liberty Safeguards (DoLS)** included:

- Waiting lists - care homes and hospital wards
- DoLS documentation on patient clinical records
- DoLS Assessments for 6 Managing Authorities
- Family Representatives' understanding of their role and their support needs



## **CASE STUDY - SURVEY OF FAMILY REPRESENTATIVES<sup>8</sup> UNDERSTANDING OF THE ROLE AND NEED FOR SUPPORT**

The findings of the survey were that family Representatives appeared to have a high level of understanding of the role and had confidence in using the health and social care system, which suggests that the person appointed should be in a good position to fulfil the requirements of the role.

However, it appears that a significant minority of Representatives felt that they were given insufficient information about the Representative role and some did not recall being told about the availability of specialist advocacy to support them.

As a result, both the Health Board and the Local Authorities have changed their practice and now routinely refer a Family Representative for advocacy support to help them meet the requirements of the role, unless they actively tell us that they do not want this.

## **Adult Reviews and Child Reviews**

The Adult Review Group (ARG) and the Child Review Group (CRG) ensure that the Board discharges its functions in relation to Adult and Child Practice Reviews.

The Board must commission a Review where a child or adult at risk has died, sustained potentially life threatening injury or sustained serious and permanent impairment.

In 2017/18 the ARG considered 4 new cases, a reduction compared to the previous year (7). One Adult Practice Review (APR) commenced during the year and was published in April 2018. Two joint Child/Adult Practice Reviews were published, having commenced in 2016. The time taken to complete these reviews was due to the complexity of both cases.

The CRG considered 18 new cases during the year, one met the criteria for a Child Practice Review and this will be completed in 2018/19.

Two child cases were subject to a Multi-Agency Professional Forum<sup>9</sup> where learning was identified and subsequently presented to the Board's Child Review Group. The actions arising from the cases continue to be monitored by the Child Review Group.

The Board has also supported the completion of one Domestic Homicide Review<sup>10</sup>, commissioned by the Cwm Taf Community Safety Partnership (to be published in 2018).

Section 10 of this report provides further information on the themes and learning identified through the Child and Adult Practice Review process.

<sup>8</sup> If a person's care is authorised following a DoLS assessment, they must have a representative appointed, called the 'relevant person's representative'. Often this is a family member, friend or other carer.

<sup>9</sup> A Multi Agency Professional Forum allows practitioners working with children, young people or adults at risk to share learning and best practice to support them in making improvements to their work

<sup>10</sup> A Domestic Homicide Review (DHR) is a multi-agency review of the circumstances in which the death of a person aged 16 or over has, or appears to have, resulted from violence, abuse or neglect by a person to whom they were related or with whom they were, or had been, in an intimate personal relationship, or a member of the same household as themselves.

## Protocols and Procedures

The Board has a range of protocols and procedures to support practitioners in safeguarding children and adults at risk, overseen by the Board Protocols and Procedures Sub Group (PPG).

In 2017/18 the PPG continued to manage and monitor a database of the Board protocols and procedures to ensure that they are current, relevant and fit for purpose. This resulted in the creation of new protocols (identified need via reviews and audits) and also the cessation of some existing protocols that are no longer relevant.

Specific improvements identified at the start of the year were as follows:

- **Complete the review of the Cwm Taf Escalating Concerns protocol**

This protocol was reviewed and approved by the Board in March 2018. It will be used where there are concerns relating to the performance of Council-owned Care Homes and other Council direct service provision.

To date, there have been 5 Escalating Concerns meetings held which have proved useful in receiving early information about escalating concerns in care homes. For example, where Merthyr Tydfil residents have been placed in RCT, both authorities have worked together to address issues with a domiciliary care provider that covers both areas. The development of the protocol has also resulted in better co-ordination of safeguarding interventions on a cross-local authority boundary basis.

Reports from the Escalating Concerns meetings have now been integrated into the Board's Adults Quality Assurance (AQA) meetings so that all partners are aware of providers that are causing concern. Closer working between Safeguarding and Commissioning Teams has already made a difference in terms of communication and actions taken to safeguard people.

In addition, a Home Closure Protocol has been developed between the local authorities and the Health Board and in consultation with the Care Inspectorate Wales (CIW) as part of local procedures established to manage escalating concerns in care homes in Cwm Taf.

The effectiveness of these new protocols will be monitored and evaluated during 2018/19.

- **Implement the Challenging Cases protocol for children on the Child Protection Register and monitor via the Quality Assurance Sub Group**

This protocol was originally implemented in May 2017 to provide practitioners with guidance on the process to be followed in cases where a Child Protection Care and Support Plan is not reducing the risk to a child or young person. The protocol introduces a 3-stage professional review approach to manage cases.

## CASE STUDY

A request was made by the Police to escalate a case to a Challenging Cases Tier 3 multi agency supervision event as the risks were not reducing at Tier 2<sup>11</sup>.

The event took place in March 2018, facilitated by 2 independent professionals who used a 'traffic light system'; Red - What we should stop doing, Amber - What we should do more of and Green - what new things/ideas should we put into action.

Agencies agreed to stop repeating work that has already been done and withdraw duplicate services. Agencies agreed to do a criminal exploitation check list alongside Child Sexual Exploitation, to maintain stability and consistency in good relationships and listen to the young person's wishes. Finally, a recommendation was made to ensure that if a child moves into an area a meeting with all professionals should take place as soon as possible.

The young person is currently in a bespoke placement outside of the area which is being monitored.

Despite some good work being undertaken within the remit of this protocol, evaluations have indicated that the protocol is not enhancing practice as intended and a review is due to be carried out in June 2018.

### ▪ Influence the implementation of the new national safeguarding procedures

In May 2017, the Minister for Social Services and Public Health awarded the funding for the revision of the National Safeguarding Procedures to the Cardiff and Vale of Glamorgan Safeguarding Boards.

An overarching Project Board was set up to provide advice and guidance to a dedicated Project Team, advising Welsh Government and other stakeholders of progress and holding the project to account. The Cwm Taf University Health Board's Head of Safeguarding represents the Board on this Board and provides updates on progress.

A stakeholder event was held in November 2017 which allowed Cwm Taf staff and practitioners to draw on their experience and make suggestions on the content of the procedures.

### ▪ Ensure that the Welsh Government's new guidance on Handling Individual Cases is integrated into safeguarding practice

The Board was consulted on the draft document but publication was delayed until May 2018. This will therefore be addressed in 2018/19.

<sup>11</sup> For further information on the Challenging Cases protocol please visit [www.cwmtafsafeguarding.org](http://www.cwmtafsafeguarding.org)



**In addition to the above, in 2017/18, the following existing protocols were reviewed and updated:**

- **Core Group Guidance**

A review of the Core Group guidance for Child Protection planning was carried out and shared with all practitioners. Update sessions were held with staff to ensure that they are fully aware of the guidance and its purpose. It is evident already that through the child protection process that Core Groups are monitoring progress against the Care and Support Plan. This is enabling effective outcomes for children and young people.

- **Child Safeguarding in Schools Policy**

A revised 'model' Safeguarding Policy for Schools was circulated to all during the Autumn Term, to allow schools to revise and update their documentation, for presentation to Governors. This revised document incorporates recent changes in legislation and includes actions within the Domestic Abuse agenda and further information in relation to Prevent<sup>12</sup>.

- **Resolving Concerns about Inter-Agency Safeguarding Practice (Causes for Concern)**

This document supports practitioners who are working with children, young people or adults at risk in finding a resolution when they have a professional disagreement or concern in relation to interagency safeguarding practice. In 2017/18, 25 causes for concern were escalated and resolved via the Board's Quality Assurance Sub Group for Children.

### **CASE STUDY**

A good practice example involved a concern raised by Children Services regarding a referral made by a hospital. As a result, an internal investigation was carried out and the Board was provided with an assurance of the relevant actions undertaken by Health.

- **Decision Making at Child Protection Conferences**

An update of this guidance has provided participants at Child Protection Conferences with clarity in respect of their roles. Conference Chairs and practitioners contributed to the review to ensure that the guidance was relevant. As a result, consistent decisions are being made and outcomes for children and young people are effective and protective.

- **Working with Families Not Co-operating**

This has recently become a joint children and adults protocol which has been well received in adult services. The need for a review was identified following a Multi Agency Practitioner Forum event concerning a family not co-operating. Moving forward, the effectiveness of this protocol needs to be measured within adult services.

- **Deprivation of Liberty Safeguards (DoLS) Policy**

This document sets out the policy for the operation of the Deprivation of Liberty Safeguards and how they link to the principles and requirements of the Mental Capacity Act 2005. It provides information about the specific roles and responsibilities in these processes, and how they should be applied

<sup>12</sup> Prevent is about safeguarding people and communities from the threat of terrorism

when a resident or a patient is resident in, or is due to be resident in, a care home or hospital in a way that is, or may be, a deprivation of liberty.

**The following new documents were produced in 2017/18:**

▪ **Chronology Guidance**

This document was approved by the Board in March 2018. It supports practitioners involved in the completion of timelines and chronologies for the Child and Adult Practice Review process. Positive feedback has been received to date, with an improvement in the quality of completed timelines being evident.

▪ **Complaints Policy**

The existing policy relating to Child Protection Conferences was updated to incorporate adult safeguarding and the requirement for the Board to have a complaints policy for Practice Reviews. Its purpose is to ensure a sensitive and professional multi-agency response to the management of complaints arising from the functioning of the Board's multi-agency child and adult protection processes.

**CASE STUDY**

To date, the policy has been used once in relation to a child protection registration. The process followed resulted in a reconvened child protection conference being held and the subsequent deregistration of the children involved.

▪ **Cwm Taf Life Journey Toolkit**

This toolkit and accompanying training has been effective in increasing awareness about the significance of identity and understanding family history and why decisions have been made for young people's emotional well-being and development.

**CASE STUDY**

Life Journey work was carried out with two siblings, both with additional learning needs, who were placed together. The worker fully engaged with both children in Life Journey work through activities that they could take part in. In fact, the work has assisted them to feel confident enough and empowered to direct how the work progressed and in expressing their wishes and feelings about future contact with family.

Life Journey work allowed the worker to develop a strong relationship with the children which may not have been established through the usual statutory visiting that is undertaken with Children Looked After. The work assisted the children to understand the court process and the decisions that had been made about them.

The Board is also committed to ensure that all new Board reports, protocols and policies are subject to an Equalities Impact Assessment. This resulted in the development of a Board Equalities Impact Assessment form which is being rolled out in 2018/19.



## Priority Outcome - Safeguarding Specific Groups of People

### What did we say?

The priority for 2017/18 was for the Board to anticipate and identify where there may be specific groups of people at risk of abuse and in need of safeguarding and work with service providers to develop earlier identification and preventative services.

### How have we achieved this?

Keeping children, young people and adults at risk safe is everyone's responsibility. This means feeling safe and being safe with those with whom they live and who support and care for them, as well as being safe in environments outside the home where they may live, travel, play, learn, work or undertake sport, cultural, leisure and other activities.

There are some groups of people who are particularly vulnerable and the Board has a responsibility to ensure that a proportionate response is adopted to protect them and ensure that actions are in place to prevent them from becoming further at risk.

### **Preventative Services for Adults at Risk**

In 2017/18 the Board ensured that there was a clear connection with the DEWIS database of voluntary organisations via links to the website [www.cwmtafsafeguarding.org](http://www.cwmtafsafeguarding.org). This provides the public with advice, information and support to keep well and to keep safe.

The Board also commissioned a research project via the RCT 'Mercury Management Programme' to establish how partner agencies are working together to prevent adults becoming at risk of abuse or neglect and identify any gaps that need to be addressed. The recommendation from this work was to develop a Cwm Taf-wide Preventative Strategy. The Board will consider this during 2018/19.

#### **CASE STUDY**

A report was received by the MASH Safeguarding Team that a lady appeared to be experiencing domestic abuse at the hands of her husband. Given the level of concern and the lack of any current involvement with services, the MASH Safeguarding Officer contacted her directly to arrange to meet.

As a result of the meeting, the Officer was able to provide the lady with information about domestic abuse services. By meeting with her in a safe space, this gave the lady sufficient time to discuss the situation fully and allowed the Officer to gain her trust using an empowering and supportive approach. The lady felt able to disclose further information relating to her mental health problems and adverse childhood experiences. She gave her consent for the Officer to speak to her GP and other local services so that she could access appropriate treatment and support.

This is a good example of some of the preventative and proactive work undertaken by the staff in the MASH. There have been no further concerns reported in relation to this person.

## **Preventative Services for Children**

Although this wasn't identified as a specific area for improvement in 2017/18 this will be a key area for the Board to consider in 2018/19 and how the work of the Board links to existing services.

## **Safeguarding Awareness Raising and the Duty to Report Concerns**

There was a specific focus during the year to ensure that providers of services in Cwm Taf had an improved awareness of safeguarding and how concerns are reported. This resulted in a total of 16 care providers receiving Level 2/3 safeguarding training.

## **Transition to Adulthood for Young People**

Lessons learned from two published Child/Adult Practice Reviews identified a need to ensure that the transition to adulthood for young people is managed more effectively to reduce the risks of harm.

A multi-agency task and finish group was set up to consider the development of a Cwm Taf transition policy. However, it was felt that a set of principles would be more appropriate for agencies to adopt.

This work will be completed in 2018/19 and the aim will be to roll out these principles via workshops with partners.

The Board's Multi Agency Child Sexual Exploitation Group also provides a forum to monitor young people who are in transition from Child to Adult Services. Partner agencies share information to increase the understanding of the risks posed by Child Sexual Exploitation and then identify options to minimise risk, providing a more holistic view to ensure that the young person receives a wrap around service to assist with a smooth transition into adulthood.

## **People who lack Mental Capacity or who suffer from Dementia**

Over 60% of safeguarding reports for adults are for those over 65 years old and a significant proportion of these are for older people with dementia. This year, we have strengthened the questions asked by Safeguarding Officers around the adult at risk's decision making ability by adding additional questions to the case management tool.

A Task and Finish Group has been set up to consider ways of making sure that people who lack capacity to manage their financial affairs are safeguarded. This is a particular concern for those people with whom the Local Authorities are not involved, such people whose placements have been privately arranged or who are funded via Continuing NHS Health care arrangements. The outcome of this work will be reported during 2018/19.

Training in relation to Dementia Care in the Domiciliary Setting was delivered during the year to 37 people.

## CASE STUDY

A lady lived in a nursing home. The nursing home made a request to the Local Authority for a DoLS Standard Authorisation, as the lady had severe dementia and was not able to consent to her residence in the nursing home or to the care and support that she needed.

It became apparent during the assessment process that the lady had substantial assets but no-one had authority to manage these for her. In addition, a Safeguarding report was made because it appeared that a distant family member might have access to her bank accounts and was stealing her money. The adult at risk had not been able to access any of her money since she had moved to the nursing home

The DoLS assessor arranged for the lady to receive the services of an advocate from a local third sector advocacy provider, who asked a solicitor to take over the management of the lady's financial affairs in order to safeguard her interests and ensure that she had access to her resources. In the meantime, the Safeguarding Team at MASH ensured that the lady's money was safeguarded by ensuring that her bank accounts were frozen and all of her cash/debit/credit cards were blocked.

The family member was ultimately arrested and interviewed by police on suspicion of theft.

## Advocacy Support for Adults at Risk

The local authorities have increased access to advocacy for people who need support to participate in safeguarding processes. The process around referrals for advocacy support have been strengthened to ensure that the voice of the person and their wellbeing outcomes are at the heart of the safeguarding process.

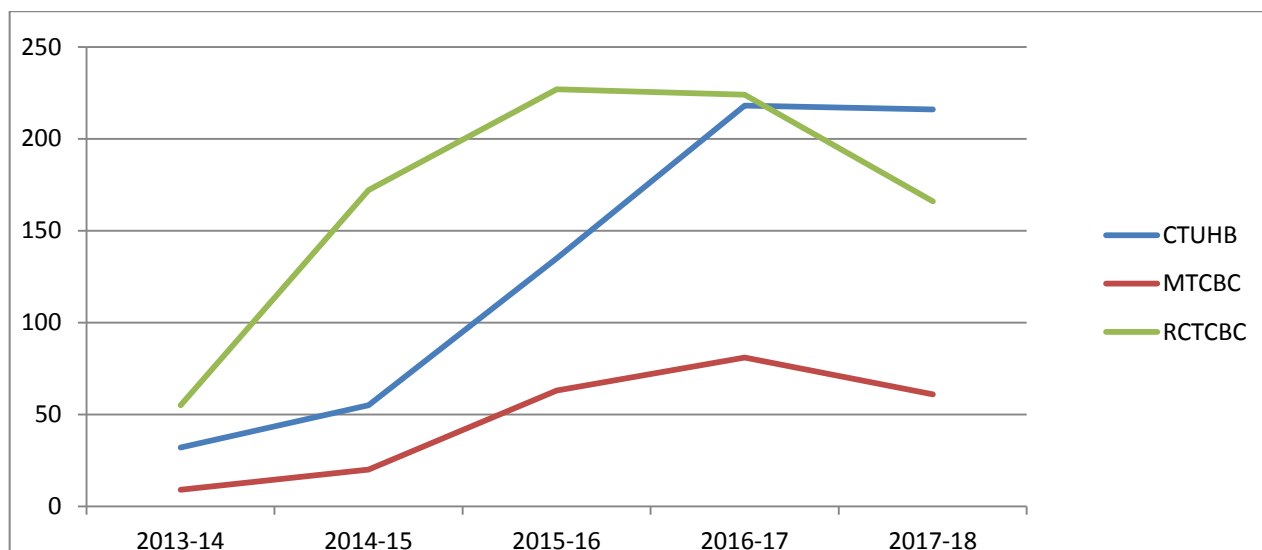
There has been a 50% increase in the use of independent representatives for people subject to Deprivation of Liberty Safeguards, which improves the service user's ability to access their right to appeal.

## Deprivation of Liberty Safeguards (DoLS)

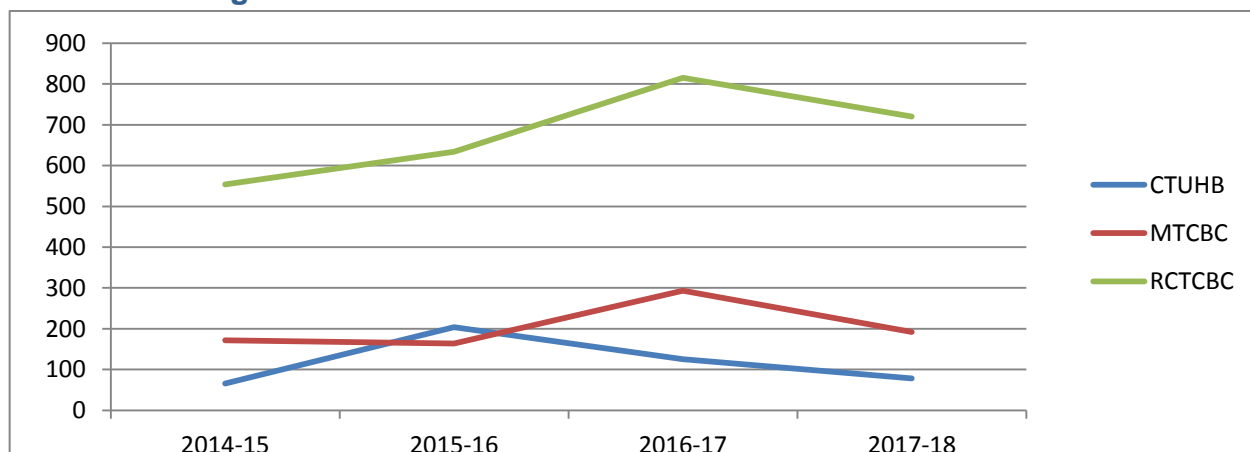
The focus of the Board in relation to the Deprivation of Liberty Safeguards continues to be on safeguarding those people who are most in need. Whilst waiting lists for assessments remain high, every case is risk-assessed, prioritised and a review programme is in place.

In 2017/18, 443 DoLS assessments and re-assessments were completed by the Cwm Taf Supervisory Bodies, i.e. RCTCBC, MTCBC and the Cwm Taf UHB. This was a decrease from the previous year's figures (518 total assessments and re-assessments), although Cwm Taf UHB did achieve a slight increase. However, the applications awaiting assessment reduced from 1,786 in 2016/17 to 990 on 31st March 2018.

### 1. DoLS Assessments undertaken 2014-18



### 2. DoLS Waiting Lists 2014-18



In the last year there was an increase in the complexity of cases that were being assessed. This was evidenced by the correspondingly greater number of cases being heard in the Court of Protection, which creates further demand on the DoLS Teams' capacity. In excess of 18 cases were heard in the Court in this financial year, as opposed to less than 6 the previous year. All 3 Supervisory Bodies concentrate on ensuring that the correct legal authorisation is in place for those people who object to the arrangements made for their care and treatment.



## **Children and Young People with Mental Health and Emotional Wellbeing Needs**

One of our priorities for 2017/18 was to work with the Cwm Taf Together for Mental Health partnership to support children and young people with mental health and emotional wellbeing needs. The numbers of children placed on the child protection register for emotional abuse has increased over the past few years. Between March 2017 and March 2018 this number increased in Rhondda Cynon Taf from 150 to 243 and in Merthyr Tydfil from 70 to 83.

A multi agency strategic group was set up and it became apparent that to make a difference for children and young people that the focus needed to be on:

- An integrated phased approach to building resilient communities
- Providing investment in local communities to support children, young people and families' learning resilience and wellbeing
- Develop shared plans for the development and organisation of early intervention in localities, with joint working arrangements and the active involvement of children.

A workshop with all partners was held in February 2018 to develop a plan to take this work forward into 2018/19.

## **Children Looked after Outside of Cwm Taf and those being placed in Cwm Taf**

The Board has acknowledged that a clear policy was needed to manage children placed outside of the area and also for those placed in other areas from Cwm Taf.

A number of meetings were held to progress with this work and a process was proposed. However, this work was superseded by a national piece of work being conducted by the Welsh Government and it is anticipated that this policy will be produced during 2018/19.

## **Child Sexual Exploitation**

Child Sexual Exploitation (CSE) has continued to be a priority for the Board and this year there has been a stronger focus on the links to human trafficking, unaccompanied asylum seekers and modern slavery.

A Multi Agency Child Sexual Exploitation (MACSE) group was set up in 2017 and has become embedded into the Board governance. The MACSE brings together key agencies in order to effectively address the causes of Child Sexual Exploitation. It monitors the response to risk posed to children and young people, by understanding and recognising current and emerging trends whilst acknowledging risk posed by certain geographical areas and by identified offenders. The MACSE also reviews existing disruption plans and holds agencies to account for the delivery of actions to minimise risk.

The group is now established and the attendance and representation is appropriate with wide cross partnership representation. It is already clearly evidencing the potential for the group to make a difference and to influence the management and safeguarding of young people at risk from Child Sexual Exploitation.

Training on Understanding and Recognising Child Sexual Exploitation continues to be a priority with 12 courses delivered during the year to 210 delegates. In addition, 3 Human Trafficking courses were delivered to 46 delegates.



### **CASE STUDY**

A young male was brought to the attention of the MACSE as a perpetrator and was a high risk offender to young girls due to his highly sexualised behaviour, including his partner at that time. He had all the relevant agencies working with him, including Education, Social Services and the Youth Offending Service and, as a result of this multi agency working to manage the risks, he was eventually placed in accommodation outside of the area.

The accommodation was an education placement where he was taught how to deal with his sexualised behaviour and to live independently. This arrangement is in place until he reaches adulthood. This placement also prevented him from being sent to prison for his continuous offending.

Since he has been in this accommodation there has been no further incidents brought to the attention of the MACSE.

### **Neglect**

Children subject to neglect remained a priority for the Board during 2017/18 although there has been a reduction in the number of children placed on the Child Protection Register under this category. In Rhondda Cynon Taf the number decreased from 202 (March 2017) to 158 (March 2018). In Merthyr Tydfil the number also decreased from 28 (March 2017) to 22 (March 2018).

The Board still awaits the outcome of the national work on neglect to adopt any recommendations for Cwm Taf.

## 6. Who have we worked with to implement our Annual Plans for 2017/18?

### Priority Outcome - Collaboration

#### What did we say?

The Board should actively pursue opportunities for collaborative working with other agencies, partnerships and boards to support the pursuance of its objectives.

#### How have we achieved this?

We have continued to seek opportunities to develop strong working relationships with other partnerships, Safeguarding Boards and agencies to improve safeguarding arrangements both locally and nationally. This has included the following collaborations:

#### Other Safeguarding Boards

The Safeguarding Board Business Managers and Development Officers across Wales have continued to collaborate during the year, both as a group and with the Welsh Government on a range of issues affecting safeguarding on a national basis. This has included:

- Sharing published Child and Adult Practice Reviews and role profiles
- Sharing Annual Reports and Annual Plans
- Sharing Protocols and adopting good practice
- Sharing promotional information e.g. leaflet for Child and Adult Practice Reviews
- Safeguarding Week 2017

The Safeguarding Board Chairs also meet on a regular basis across Wales to discuss key issues and share learning and good practice.

#### **CASE STUDY**

The Chairs of the Board referred a case to a South Wales forum of Safeguarding Boards due to its cross-border nature. The young person was identified as being particularly vulnerable to Child Sexual Exploitation and was at risk of absconding from a placement. Issues were identified in relation to the multi-agency management of the case, the availability of suitable specialist Child Sexual Exploitation provision and managing risk versus potential procedural and legal breaches related to deprivation of liberty.

As a result of the discussions held, the case was referred to a national summit on Child Exploitation, hosted by the Care Inspectorate Wales. Subsequent recommendations included a need to develop guidance on multi-agency working when children are placed outside of an area and a need to consider the impact of the lack of appropriate placements.

## **Cwm Taf Community Safety Partnership (CSP)**

The Board continues to collaborate with the CSP as the agendas are increasingly aligned. This year we have ensured that there is a Community Safety Partnership representative sitting on the Board and specific areas of work have been carried out as follows:

- 1 Domestic Homicide Review completed
- Links identified in relation to Modern Slavery referral mechanisms and the need to safeguard victims

There have been improved links in respect of the Violence Against Women, Domestic Abuse and Sexual Violence (VAWDASV) agenda. This has included training for professionals and a joint review of the MARAC domestic abuse service.

## **Cwm Taf Public Services Board**

Members of the Safeguarding Board contributed to the completion of Cwm Taf Population Needs Assessment during 2017/18.

Regular updates are provided from the Board to the Strategic Partnership Board (the group that sits under the PSB) and issues requiring escalation to the PSB have included a proposed financial calculation for the sharing of costs associated with the MASH.

## **Welsh Government**

The Board Chairs, Members, Business Managers and Business Development Officers have developed good working relationships with the Welsh Government, working in collaboration on the following:

- Consultations on the new statutory guidance on safeguarding
- Training for reviewers to carry out Child and Adult Practice Reviews
- Setting up a Modern Slavery and Human Trafficking online resource library
- The development of a Self Assessment and Improvement Toolkit for Boards
- Involvement in Task and Finish Groups to develop additional protocols for safeguarding children
- Safeguarding Week 2017
- The development of a National Training Framework for Wales
- MCA/DoLS Network and Leadership Group

## **Children's Commissioner**

The Board is represented on the Children's Commissioner's Round Table on Child Sexual Exploitation to provide updates on developments in working with young people at risk of Child Sexual Exploitation. The group focuses on information sharing across Wales, highlighting issues of national concern and considering new initiatives and related research.

## National Independent Safeguarding Board

The Cwm Taf representative from the National Board attends the Board meetings on a quarterly basis, contributes to discussions and events and shares materials relevant to the work and interests of the Board. This has included:

- A recommendation to Ministers arising from meeting Directors of Social Services about the resource implications of addressing multiple Freedom of Information requests concerning Child and Adult Practice Reviews
- Advising Chairs about a free book for Safeguarding Board Chairs
- Promoting compliance with the Act and addressing the challenges which are exercising particular Regional Boards
- Collaboration with Business Unit Development officers to host an event on Safeguarding in Sport during Safeguarding Week
- Meeting with the Board Business Management Unit
- Meetings with Board Chairs with regards Annual Reports

## Other Agencies

The Board worked with numerous agencies during Safeguarding Week to deliver events and activities to public and professionals. This included:

- BAWSO
- New Pathways
- University of South Wales
- Age Connects Morgannwg
- Victim Support
- Churches in Wales
- Action on Elder Abuse Cymru



## 7. Section 137 requests for information

Section 137(1) of the Act provides a Safeguarding Board with the power to request specified information from a qualifying person or body provided that the purpose of the request is to enable or assist the Board to perform its functions under the Act.

In 2017/18 the Board did not use its Section 137 powers to access information.

## 8. Contributions of Board Members

Each Safeguarding Board partner has a responsibility to ensure that the Board is operating effectively. There are clearly defined Terms of Reference as well as role profiles for Board members.

The Board continues to review the effectiveness of measures taken by partners and other bodies in relation to safeguarding via quality assurance, audits and performance management. All the required statutory partner agencies in Cwm Taf are represented on the Board, Operational Committees and Sub Groups and attendance is monitored at these meetings. The attendance data at Board meetings last year is detailed in the table on the next page:

AGENCY	ATTENDANCE AT BOARD (4 meetings)	PRESENTED AT BOARD (4 meetings)	ATTENDANCE AT OPERATIONAL COMMITTEE (Adults) (4 meetings)	ATTENDANCE AT OPERATIONAL COMMITTEE (Children) (4 meetings)	ATTENDANCE AT QA SUB GROUP (Adults) (held 6 weekly)	ATTENDANCE AT QA SUB GROUP (Children) (held 6 weekly)	CONTRIBUTION TO PRACTICE REVIEWS
<b>Chairs:</b>							
Director (RCT)	75%	1	NA	NA	NA	NA	NA
Chief Officer (MT)	75%	4	NA	NA	NA	NA	NA
<b>RCT Children Services</b>	100%	5	NA	100%	NA	100%	Chair x 1 Reviewer x 1
<b>RCT Adult Services</b>	75%	9	100%	NA	100%	NA	Reviewer x 1
<b>RCT Public Protection</b>	50%	2	0%	25%	NA	8%	
<b>RCT Education</b>	50%	0	NA	100%	NA	75%	Reviewer x 1
<b>MT Children Services</b>	100%	3	NA	100%	NA	100%	Chair x 1 Reviewer x 1
<b>MT Adult Services</b>	100%	4	75%	NA	100%	NA	Reviewer x 1
<b>MT Public Protection</b>	50%	0	50%	75%	NA	0%	
<b>MT Education</b>	25%	0	NA	100%	NA	41%	
<b>Cwm Taf University Health Board</b>	75%	10	100%	100%	90%	75%	
<b>South Wales Police</b>	100%	7	100%	100%	100%	75%	Reviewer x 1
<b>National Probation Service</b>	50%	0	50%	75%	66%	58%	
<b>Wales Community Rehabilitation Company</b>	25%	0	0%	25%	0%	0%	
<b>Third Sector</b>	50%	2	50%	25%	66%	0%	Chair x 1
<b>Cwm Taf Youth Offending Service</b>	100%	2	NA	100%	NA	100%	Chair x 1
<b>National Safeguarding Team (NHS Wales)</b>	100%	2	25%	0%	0%	0%	Reviewer x 2
<b>Welsh Ambulance Services NHS Trust</b>	50%	0	0%	0%	55%	33%	

The statutory Board members provide financial contributions to the Board in line with the formula set out in the statutory guidance as follows:

Agency	% Split	% Split
Rhondda-Cynon-Taf CBC	61.02%	80%
Merthyr Tydfil CBC		20%
Cwm Taf UHB	23.73%	
South Wales Police	10.17%	
Probation Service	5.08%	50%
Wales Community Rehabilitation Company		50%
<b>Totals</b>	<b>100.00%</b>	<b>100%</b>

Individual agencies are requested to report to the Board on the outcome of internal agency reviews and inspections to support effective challenge at a multi-agency strategic level. In 2017/18 the following report was presented to the Board:

- CSSIW Inspection of Safeguarding in Rhondda Cynon Taf - the recommendations were noted by the Board and assurances were provided that these would be incorporated into the local authority's Adult Services Delivery Plan

The introduction of an 'Agency Hot Topics' section on the Board agenda provides individual partners an opportunity to raise any areas of concern or share success. For example at the Board meeting in March 2018, the following agency updates were noted and discussed:

- Merthyr Tydfil CBC – Children's Services Inspection commencing and request for partner agencies to be involved
- Rhondda Cynon Taf CBC - Request for the Board to take part in the review and evaluation of Delayed Transfers of Care following a tough winter for services
- Cwm Taf UHB – A review will be brought to the Board with regards to a Health Inspectorate Wales investigation
- Third Sector – Issue with meeting the demand for Level 1 and Level 2 Safeguarding Training

**In addition to the above, each partner has provided a summary below of their contributions during 2017/18 as follows:**

### **Cwm Taf University Health Board**

The Director of Nursing, Head of Safeguarding and Deputy Head of Safeguarding are all active members of the Safeguarding Board and its Sub Groups. The Head of Safeguarding chairs the Joint Operational Committee which scrutinises the work of all the Board Sub Groups, ensuring they deliver against their work plans and the Board's overall objectives. In addition, she is the chair of the Adult Review Group, is Vice-chair of the DoLS Operational Committee and has facilitated workshops around specific issues at the request of the Board.

The Deputy Head of Safeguarding represents the UHB on all other sub-groups of the Board, chairs the Training and Learning Group and facilitates the wider engagement of the UHB in the work of the Safeguarding Board.

The UHB has an Executive Safeguarding Group and two Operational Safeguarding Groups one each for adults and children. The work of the Safeguarding Board including APRs and CPRs is discussed at these meetings as standard agenda items. The UHB also produces its annual report in relation to safeguarding and public protection which is shared with the Safeguarding Board.

### **Merthyr Tydfil County Borough Council (MTCBC)**

MTCBC has engaged proactively in the work of the Board during the year through attendance at Board, Sub Groups and a number of Task and Finish groups. In addition, staff have also been involved in the following:

- Vice Chair of Case Review Group
- Vice Chair of Adult Quality Assurance Group
- Chair of Protocols and Procedures Group
- Led on development and implementation of Life Journey work
- Led on the development of transition principles
- Contributed to a number of quality assurance audits and the development of action plans to support practice improvement
- Involved in the development of Board protocols and policies

MTCBC has also contributed significantly to the ongoing development of the Cwm Taf MASH including being involved in workshops to ensure that practice is consistent across all agencies. This has contributed to the development of the quality assurance process within the MASH.

A joint case audit has been undertaken, involving both Children and Adult Services and the learning from this was shared via an internal staff event. The impact of this has resulted in a better understanding of each area's processes and procedures and legal gateways for action being taken.



## Rhondda Cynon Taf County Borough Council (RCTCBC)

In 2017/18 RCT Children and Adult Services have continued to contribute a comprehensive level of staffing, physical and financial resources to enable the Board to be effective in its operation. This has included:

- Chair of 3 Sub Groups and Vice Chair of 4 Sub Groups
- Membership on all Board Sub Groups
- Contributed to specific Task and Finish Groups e.g. Life Journey work and Transition
- Led on development of 3 new Protocols/Policies
- Co-ordination of Safeguarding Board Training Programme and provision of practitioner trainers
- Led on the introduction of the Cwm Taf Multi-Agency Risk Assessment tool

RCTCBC has ensured that regular performance information is reported to the Board, with a focus on specific groups of children, young people and adults at risk of abuse and in need of safeguarding. This supports effective challenge amongst partner agencies and work with service providers to develop earlier identification and preventative services.

There continues to be an emphasis on the priorities of the Board to support effective inter-agency safeguarding practice and processes, robust quality assurance and information sharing systems. RCTCBC continue to support the MASH and its ongoing development and monitoring of multi-agency safeguarding practice through the Quality Assurance Sub Groups. This has enabled us to identify any professional learning needs and gaps in the provision of safeguarding training, and to address this internally and with the support of the Board.

RCTCBC has also continued to contribute towards the well-received programme of Multi Agency Practitioner Events to share learning from audits and reviews with a wide audience of practitioners involved in safeguarding.

RCT Children's Services has been proactive in engaging with its community. For example we have undertaken age appropriate consultation with Looked After children and young people, their parents and carers on what matters to them and have used our new web based platforms to further improve our engagement with the wider community, children, young people and parents/carers.

Both RCT Adult and Children's Services used the National Safeguarding Week to engage with adults, children and young people in order to raise awareness of issues relating to abuse and neglect. Whilst Safeguarding Week provided an excellent platform, there have been events throughout the year that promote engagement and involvement.

## South Wales Police

South Wales Police continues to demonstrate its commitment to safeguarding within Cwm Taf, this is epitomised through a re-structuring and alignment of the functions of the Public Protection Unit and the Integrated Offender Management Unit under a single Senior Manager. The relocation of all staff onto a single floor of Pontypridd Police Station incorporating the MASH has created a single floor for safeguarding.

Significant resources have been invested in uplifting the establishment of the Public Protection Unit staff and created the following new roles to complement existing functions and to provide some additionality to areas where closer partnership work will provide better and more timely intervention including:

- A new Detective Sergeant post within the Missing Persons team, thus providing resilience and enabling the large volumes and safeguarding concerns to be better managed
- Increasing the Protecting Vulnerable Persons Officers three fold thus allowing the creation of the MASH Initial Assessment Team who now work alongside colleagues in the local authority. This provides an improved partnership response to managing the initial assessment of cases where crimes could have occurred

## Cwm Taf Youth Offending Service (YOS)

The Cwm Taf Youth Offending Service is fully aligned to the Cwm Taf Safeguarding Board of which the YOS Head of Service is a member. There is significant YOS representation on the safeguarding Board sub groups including the Engagement, Participation and Communications group which is chaired by the YOS Head of Service. An Operational Manager also attends the Multi Agency Child Sexual Exploitation (MACSE) meeting and chairs the multi agency child exploitation strategy meetings.

During 2017/18 the YOS was involved in two Child/Adult Practice Reviews. The events contained a strong focus on the issue of transition into adulthood, and the YOS was central to the learning events attended by all partners across the region.

## National Probation Service (NPS)

The NPS always ensure that relevant staff attend Board meetings and Sub Groups. The information gathered at these meetings is cascaded to NPS managers at monthly strategic and operational management meetings. Managers are tasked with cascading all relevant information, including new policies and procedures to operational staff.

NPS attend all relevant APR and CPR panel meetings and share learning from these cases. All staff are required to complete mandatory safeguarding training. NPS have staff based in the Cwm Taf MASH and, as a result staff are able to respond quickly to any safeguarding concerns. This has included recalling perpetrators to prison and enables swift referrals at Court.

NPS across the Board understand how instrumental safeguarding is to daily business and this permeates from the Senior Managers to operational staff who recognise that safeguarding is a fundamental part of day to day work. This ensures staff prioritise attendance at child protection conferences, contributing to core groups and sharing of information pertaining to risks.

## Wales Community Rehabilitation Company (CRC)

Wales CRC has introduced a new operating model which has included a reduction in a number of staff. In turn, this has impacted on the ability to attend all Board meetings, but since the transformation period has concluded, Wales CRC is now better equipped to meet more requirements of the Board and its Sub Groups.

Quality assuring safeguarding practice is extremely important and risk assessments are carried out for all cases. Recently, a new observation policy for staff has been introduced which includes questions on safeguarding and an internal quality team complete thematic audits of work. A suite of online training is in place which includes safeguarding.

## National Safeguarding Team (NHS Wales)

A Designated Professional from the NST (NHS Wales) attends Board meetings. The NST (NHS Wales) works in collaboration with safeguarding partners to drive forward and agree national standards, policy and practice guidelines to ensure best practice is achievable throughout organisations. The NST works collaboratively with stakeholders/partners to ensure that safeguarding is a priority and to improve the effectiveness of safeguarding. This has included:

- Facilitating the Procedural Response to Unexpected Deaths in Childhood (PRUDIC) and development of the revised policy
- Supporting Child/Adult Practice Reviews as an independent reviewer

## Wales Ambulance Service NHS Trust

The Welsh Ambulance Services NHS Trust achieves the safeguarding objectives of each Regional Safeguarding Board by effectively working together to ensure good outcomes for people who have contact with the service.

Activity during 2017-18 to prevent, protect and support individuals and their families within the Cwm Taf Safeguarding Board region has included the following:

WAST Child at Risk Referrals to Local Authority	173
WAST Adult at Risk Referrals to Local Authority	35
WAST Adult Social Care Need Referrals to Local Authority	126

Opportunity for increased engagement has been promoted by attendance at the Regional Board meetings and involvement in the associated work plans. This has included participation as panel members in Child and Adult Practice Reviews and attendance at associated Learning Events. All learning is incorporated into WAST Safeguarding training, policies and procedures as appropriate.

WAST is also represented on a number of the Board sub groups.



## 9. Managing our Resources

**The Cwm Taf Safeguarding Board uses the national funding formula to assess and identify annual financial contributions from statutory partner agencies.**

In 2017/18 expenditure was as follows:

<b>Staff</b>	£165,192
<b>Premises</b>	£6,360
<b>Other</b>	£19,730

Training costs are not included as this sits outside the Board budget.

It is acknowledged resources used to support the work of the Board are not confined or restricted to financial contributions from statutory partner agencies. The Board Chairs, Members, Sub Group Chairs and Sub group members provide a significant amount of the time to support the board and its work. This is often in addition to their identified professional roles and day to day responsibilities. The variable and diverse nature of the Board's work makes this difficult to report on within a quantifiable and measurable resource context and is not always obviously visible to other professionals and agencies. The process, management and publication of Child and Adult Practice Reviews, as well as the development of regional protocols and policies are just some examples of the work that require high levels of professional input, knowledge and expertise.

## 10. Safeguarding Themes

### What did we say?

In 2017/18 the Board agreed to undertake a programme of audit and review work via the Quality Assurance Sub Groups. The purpose was to identify themes and trends to inform best practice in relation to safeguarding and share these with our partners.

### How have we achieved this?

The Board carried out a range of audits and reviews during the year, both thematic and on an individual case basis. The themes identified from some of these audits are provided in the table on the next page:



SUBJECT/ ACTIVITY	THEMES IDENTIFIED	RECOMMENDATIONS	DISSEMINATION METHOD	OUTCOME
<b>Recording of Strategy Discussions for Adults</b>	Delays in proceeding to strategy discussion Recording of rationale for decisions requiring improvement	Guidance to be developed, staff training and evaluation of impact Improvements to record rationale for decision making	Findings were shared with DLMs	Subsequent audits and one to ones with staff have evidenced improvements
<b>Adult cases where transfer from Local Authority to Health exceeded timescales</b>	Section 126 enquiries not completed within timescale Cases could have been closed at strategy discussion and transferred to Health	Health representative to be invited to attend strategy discussions if the concern relates to a health setting Relevant documentation to be completed by Health staff to avoid delays	Shared with relevant Local Authority and Health staff	Follow up audit to be carried out in 2018/19 Health have evidenced that the relevant documentation is now consistently completed
<b>Review of Criminal Investigations (Adults)</b>	The Designated Lead Manager not always being updated in a timely manner Police lack of understanding over pressure ulcers and capacity issues and how these impact on each other	Training for Police Officers around pressure ulcers Improve Police feedback to the Designated Lead Manager throughout the investigation All investigations to be progressed in a timely manner	Feedback findings to Police Public Protection teams	All actions completed and evidence that there has been an improvement
<b>Individual Case Audits (Adults) x 3</b>	Police not always being called to attend an incident Some incidents not being reported to safeguarding and the Care Inspectorate Wales Self-neglect, risky and unmanageable behaviour	Police to be called to an incident, where appropriate, to assess Reporting of incidents - to be shared with adult safeguarding team and Care Inspectorate Wales Development of a Self Neglect protocol	Themes identified remitted to the Training and Learning Group and incorporated into future safeguarding training	1 case proceeded to an Adult Practice Review, 1 case still being considered and the other subject to a Multi Agency Practitioner Forum Self Neglect Protocol to be considered in 2018/19

SUBJECT/ ACTIVITY	THEMES IDENTIFIED	RECOMMENDATIONS	DISSEMINATION METHOD	OUTCOME
<b>Children who are placed on the Child Protection Register having been registered previously</b>	Use of critical questions in core groups and conferences - unclear whether these are being asked Risk Taking Behaviour evident in young people Parental Substance Misuse A need to improve the quality of case notes Delays in specialist assessments	Use of critical questions in Core Groups and Conference to assess risk levels Multi agency planning meetings to be held regularly Clear evidence of work needs to be recorded Referrals to be communicated clearly and followed up in writing	Findings shared with partner agencies via Quality Assurance Sub group	Cases monitored via Quality Assurance Sub Group
<b>Children on the Child Protection Register who are also looked after</b>	Audit completed for Rhondda Cynon Taf identified 13 children subject to dual status	Children in foster care should only be on the CPR under exceptional circumstances	Findings shared with partner agencies via Quality Assurance Group	4 cases remain on the Register; 3 subject to the Challenging Cases and the other subject to S76 accommodation
<b>Individual Case Audits (Children) x 8</b>	Lack of communication between partners Neglect tool not being completed by staff Missed opportunities to engage with family Honour based Violence Working with young people from traveller communities	Agencies need to be more proactive in challenging Conference discussions and decisions. MASH staff to complete training on Honour Based Violence Staff to complete training in Working with Traveller Communities to understand the needs of these communities.	Findings shared with partner agencies via Quality Assurance Sub group	Cases monitored via Quality Assurance Sub Group

## Child and Adult Practice Reviews

The Board published Practice Reviews on two young adults during 2017/18. Recommendations from these reports included a focus on the following themes;

THEME / RECOMMENDATION	OUTCOME / UPDATE
<b>A need to review the processes for the escalation of difficult cases in both children and adults</b>	Challenging Cases for Children on the CPR in place - May 2017 Challenging Cases for Adults - being considered 2018/19
<b>A need to review the arrangements for transition planning for children when they become adults</b>	Transition Champion leading on Task and Finish group to develop Transition principles - to be implemented in 2018/19
<b>Ensuring that there are appropriate safeguards in place when commissioning specialist placements for vulnerable people.</b>	Liaison with 4 Cs and assurances from both local authorities that safeguards are in place
<b>Ensuring that safeguarding training reflects the learning from Adverse Childhood Experiences</b>	Included in Training and Learning Group work plan for 2018/19
<b>A need for the All Wales Safeguarding Procedures to include a process for escalation of challenging cases</b>	Cwm Taf Safeguarding Board representation on Project Board to influence the procedures
<b>A need to review relevant hospital discharge policies and identify any improvements that could be made</b>	Request submitted to Cwm Taf University Health Board - awaiting outcome
<b>A recommendation to remove a child's name from the child protection register should be informed by re-assessment which evidences that risk has reduced</b>	Audit of cases carried out by Quality Assurance Sub Group Critical questions now being used and new Multi Agency Risk Assessment Framework in place
<b>Reporting under the Challenging Cases Protocol should provide assurances that it is effective in achieving positive outcomes</b>	Evaluation to be carried out in 2018/19
<b>Remind practitioners about procedures and protocol in relation to the management of harmful sexual behaviour</b>	Awaiting updated guidance from Welsh Government

THEME / RECOMMENDATION	OUTCOME / UPDATE
<p><b>A need to ensure that the Youth to Adult (Y2A) Transitions Principles are having a positive impact for young people who are experiencing the change from working with the Youth Offending Service to the National Probation Service for adults</b></p>	<p>Y2A process not yet in place. Monitor in 2018/19</p>
<p><b>Vulnerable prisoners who are reported by professionals to be experiencing mental illness should have access to psychiatric assessment without delay</b></p>	<p>Letter submitted to Western Bay Safeguarding Board requesting that this is taken into consideration</p>

Action plans are being monitored by the Board's Adult and Child Review Groups to ensure that the recommendations are carried out. Subsequent audits and reviews have evidenced that the recommendations are already being achieved.



## Deprivation of Liberty Safeguards (DoLS)

Waiting list audits have been featured throughout the year in the DoLS Quality Assurance Group's audit schedule. However, other audits have also been undertaken, all of which have evidenced a high quality of DoLS practice at both an Assessor and Supervisory Body level. Themes coming out of these audits include:

- Translating learning from training into practice remains a priority for staff
- Some indication as to the patient's wishes/feelings about being in hospital would provide greater personalisation in hospital DoLS cases
- Care Homes not notifying the Supervisory Bodies about hospital admissions

## Themes from Child Deaths

The Board identified a continuing need to raise awareness in a way that can change behaviour in relation to the dangers of co-sleeping for babies. As a result, a Safer Sleeping Campaign was carried out to raise awareness of the importance of 'safer sleeping' for infants. This included a series of interactive practical literature for parents as well as an event for health professionals which introduced a protocol for Safer Sleeping.

# 11. Engagement, Participation and Communication

## Priority Outcome - Communications and Engagement

### What did we say?

The Board wishes to be proactive in engaging with its communities and people should be given the opportunity to participate in the work of the Board.

### How have we achieved this?

The Board has been proactive in raising awareness of safeguarding and how everyone is able to contribute to keeping people safe.

The Board ensures that participation is as inclusive as possible given the various needs of professionals, children, young people and adults at risk. This has enabled us to improve our engagement opportunities and ensure that the views of people contribute to developing best practice, and that frontline staff are integral to informing the improvement of learning and development.

This has been supported by a number of engagement activities and consultation with the people who use our services throughout the year. These included:

### **Safeguarding Week 13-19 November 2017**

- Over 100 events and activities took place across Cwm Taf with over half of these aimed at the general public, including well attended community consultation and awareness events held in accessible venues
- Events aimed at professionals included training around 'hot topics' such as cyber security, radicalisation, modern slavery and human trafficking, domestic abuse and older adults, safeguarding in sport and skin hygiene
- Events specifically for children and young people included safer alcohol use, homelessness, mental health, healthy relationships, Lesbian Gay Bisexual Transgender and respect
- Young people who are looked after designed a logo for Safeguarding Week that was used across Wales and by Welsh Government

### **'Looking for Callum' Spectacle Theatre March 2018**

An interactive theatre workshop for young people to explore Child Sexual Exploitation and grooming was held with 30 young people of Year 6 from a number of schools in Cwm Taf. The outcome of this was:

- The pupils readily and fully engaged with the characters and the story
- The participation enabled them to explore and play with the situation presented
- The workshop challenged their ability to act in ways that would keep them safe
- It exposed how vulnerable young people can be in the potential and real circumstances of grooming behaviour
- The participation in the drama enabled the young people to reveal what they understand and to speak from their specific experience

## **‘How to cope with everyday life’ Student Conference**

This conference was held with children from schools in Merthyr Tydfil and was attended by Sally Holland, the Childrens Commissioner for Wales.

Nine workshops were held covering topics such as substance misuse, mental health, racism, physical health and healthy relationships. Presentations were delivered on Mental Health, Sexual Relationship Education and a Smoke Free Toolkit. Closing speeches were given by Youth Mayor, Lauren Davies and Deputy Youth Mayor, Jenna Noble.

## **Wellbeing Day for Members of Public / Service Users / Carers and Professionals**

- Over 100 people attended this event which involved open sessions for the public and talks on wellbeing and relaxation
- The event identified a common lack of information about Safeguarding and where to get information on safeguarding
- Links were made to local groups to raise awareness of safeguarding
- Public and staff were interested to learn more about Modern Slavery and Human Trafficking

## **Engagement through Child and Adult Protection process, Child Practice Reviews and Adult Practice Reviews**

### **▪ Child Protection**

The views of families involved in the Child Protection Conference process are important. An example of positive feedback was captured in RCT where a family commented after an Initial Conference that they had been very frightened and anxious about the meeting, but that it had been much better than expected because the chair had made them feel respected and they had been able to express their views and had felt listened to.

### **▪ Adult Protection**

RCT completed a qualitative survey of people who were receiving care and support which has confirmed that 79% of adults who are receiving care and support reported that they feel safe, with 15% reporting they feel safe some of the time. This is an improvement on 2016/17 when 76% reported they feel safe.

An Adult at Risk satisfaction survey pilot in RCT produced limited results and alternative ways of collecting feedback need to be considered in 2018/19.

### **▪ Cwm Taf Multi Agency Safeguarding Hub (MASH)**

Individuals representing a range of partner agencies were invited to participate in the annual consultation survey to assess their understanding and perceptions of the MASH. This survey was also conducted in the previous three years. Responses from the latest consultation survey demonstrate that most respondents feel that the MASH has made a positive difference to safeguarding in Cwm Taf. Key conclusions are noted below (from a total of 145 responses):

- 92% of respondents felt that the MASH has improved safeguarding in Cwm Taf (compared to 94% in 2017 and 87% in 2016)
- 89% felt that the MASH has improved outcomes for vulnerable people
- 70% felt that information sharing is effective compared to 83% in last year’s survey

- 84% felt that decision making and threshold levels have improved (20% were unsure and 6% felt this has deteriorated)
- 57% felt that systems have improved (34% were unsure and 9% felt that they have deteriorated)
- 65% felt that MASH has made a positive difference to their role (19% felt that it has made a negative difference and 17% were unsure)

#### **CASE STUDY - Feedback from School**

I wanted to express my thanks for the speedy and efficient service provided by MASH last night. It was my first experience dealing with what, at the time, seemed like an urgent case.

I called the team just after 2pm with a case and discussed with the duty officer. She asked me to send the referral form as soon as possible and, in the meantime, discussed the case with her supervisor. At 2:50 just as school finished I spoke to the officer who took my mobile number and convened a strategy meeting.

She called me back about half an hour later having assembled all the required people. Following the decision to allocate the case to Children's Services, the assigned social worker drove down to the school. She'd asked me to contact the parents and had given me a script to reduce tensions. She spoke to the child and parents separately, then mediated between them together and agreed the outcomes with me. We all left by 5:30pm.

Thankfully it does not seem that any further action needs to be taken but most importantly the child was able to go home having been listened to and having had professional support in a difficult situation.

#### **Child/Adult Practice Reviews**

Positive feedback was received from a family member of a person subject to a joint Child/Adult Practice Review. This is summarised below:

*Thank you to you both, for the work you did, for the care and attention you have paid to mine and my family's experience and of course (my family member). Thank you again, it has meant more than you know to be listened to, and to have had a real positive experience.*

#### **Deprivation of Liberty Safeguards (DoLS)**

A survey of family DoLS Representatives was undertaken, which demonstrated that many Representatives feel confident in their role, although some felt they would benefit from more information and support.

In response, it was agreed to adopt an 'active offer' approach to advocacy support for Representatives, so that (unless there is a clear objection), all Representatives will be sent an introductory letter by the Independent Mental Capacity Advocacy Service for Cwm Taf. This has changed our practice in so far as we are all now much more proactively referring for advocacy support.



### **Ensure that there is appropriate public-facing literature published to raise awareness of safeguarding and the work of the Board**

- Undertaken a review of literature and the development of an in-house, as well as an online, resource library
- Developed an accessible leaflet in partnership with RCT People's First
- Developed a substance misuse education leaflet in partnership with TEDS
- Worked with looked after young people to develop a leaflet and poster for peers
- Review of the public literature for Deprivation of Liberty Safeguards
- Redesign of the biannual E-Bulletin for practitioners so that it is more interactive

### **This work has also included further developing the Board's website**

- Complete redesign of the Board website to improve usability
- Revamped the Domestic Abuse page including the addition of new links, easier access and improved signposting information
- Addition of new sections including a resources tab where users are able to find Practice Reviews, useful links and information for the public and professionals

## **12. Adult Protection and Support Orders (APSOs)**

The statutory guidance issued under the Social Services and Wellbeing (Wales) Act 2014 sets out the arrangements for these civil orders to be used by a local authority to enable an authorised officer to speak in private with a person suspected of being an adult at risk.

The Board has ensured that there are 4 authorised officers in Cwm Taf who are appropriately trained and that a regional process has been put in place. To date, no orders have been sought in Cwm Taf.

## 13. Information Training and Learning

### Priority Outcome - Training and Learning

#### What did we say?

The priority for 2017/18 was for the Board to ensure that safeguarding inter-agency training and dissemination of learning and research is used to support a more confident and knowledgeable multi agency workforce.

#### How have we achieved this?

##### **Safeguarding Training**

The Board's Training and Learning Group (TALG) continues to monitor multi-agency training and identify any gaps in provision.

The Group has experienced a number of chair changes during the last year and this has resulted in a level of instability and challenge in relation to the function and delivery of its objectives. Despite these difficulties, many of the key themes from legislation and local safeguarding learning have been incorporated into the multi-agency training programme. A new chair and vice chair have now been appointed, enabling the group to re-focus for the coming year.

During the year, 150 multi-agency safeguarding training courses were delivered to 2,542 delegates in Cwm Taf. In addition to the Levels 1-3 Safeguarding Children and Safeguarding Adults courses, topics included:

- Domestic Abuse
- Child Protection Conferences and Core Groups
- Over 50s Alcohol Awareness
- Child Sexual Exploitation
- Dementia Care
- Mental Capacity Act and DoLS training

#### Agencies attending training included:

- RCTCBC (1,390 delegates)
- MTCBC (235 delegates)
- Health (324 delegates)
- Police (14 delegates)
- Probation (8 delegates)
- Foster Carers (46 delegates)
- Housing providers (71 delegates)

#### **New courses delivered this year included:**

##### ▪ **Reduction of Suicide and Self Harm**

A Training Delivery Group was re-established during 2017/18 to review the existing training pack and deliver two courses before the end of the financial year. This was achieved with 35 people from a range of agencies attending. Four more courses are planned for 2018/19.

#### ▪ Violence Against Women Domestic Abuse and Sexual Violence (VAWDASV)

Cwm Taf became the second phase pilot area for 'Ask and Act' training which was commissioned by Welsh Government and delivered by Welsh Women's Aid.

It was agreed via the Cwm Taf Public Services Board that the training should become part of the Safeguarding training governance structure.

A VAWDASV training delivery group was established and three 'Train the Trainer' courses were delivered to 23 Cwm Taf staff between December 2017 and February 2018.

#### ▪ Practice Review Training

The pool of appropriately skilled reviewers/facilitators to carry out Child and Adult Practice Reviews has been increased following a 2 day training course, commissioned by Welsh Government. This was attended by 14 professionals from Board agencies.

### Multi Agency Practitioner Events

The Board hosted a number of Multi Agency Practitioner events this year to share learning with a wide range of practitioners involved in safeguarding.

- DoLS Multi-Agency Practitioner Forum: Learning from local Cases in the Court of Protection (20 delegates attended)
- Feedback on three adult safeguarding cases
- Feedback on one child safeguarding case in Merthyr Tydfil (see Case Study Section 5 of this report)

A workshop was held in March 2018, hosted by the Barnardo's Gwella Project to deliver initial findings from research exploring the link between early trauma and children and young people at risk of experiencing Child Sexual Exploitation or demonstrating Sexually Harmful Behaviour (SHB). This was attended by 20 practitioners who all gave positive feedback and felt that their staff would benefit from this information.

For Safer Internet Day, RCTCBC and the Police placed information on their public-facing websites to highlight the dangers of, and ways to keep safe when, using the Internet. This ranged from information about on-line banking, internet shopping and safe use of social media. RCT also launched a new e-learning module for staff on safe social media use.

In November 2017, an Interactive Workshop on Domestic Violence & Older People was held, in partnership with Action on Elder Abuse Cymru. The session was designed to raise awareness amongst professionals of the issues around this topic. 27 people attended from a range of agencies, discussions and problem solving activities were held and as a result, recommendations were remitted to a National Conference in February 2018.

A 'Preventing Skin Breakdown & Pressure Ulcers in Health & Social Care' conference took place in February 2018. 51 professionals from a variety of health and social care backgrounds attended and rated the event as very useful (37) or useful (3). Respondents highlighted the multi-agency aspect of the training as being central in enabling them to understand how pressure ulcer care is managed within a safeguarding framework. Many described how they will apply the learning to their role in order to prevent harm and to effectively respond to safeguarding concerns where pressure damage is avoidable.

As part of National Safeguarding Week 2017 the Board hosted a Modern Slavery and Human Trafficking Conference. The objectives of the event were to raise awareness amongst professionals of their statutory duties and the duties of first responder agencies, to find out about the National Referral Mechanism and to provide an overview of support services available in Wales. There was a series of interactive workshops for professionals using real life case studies to further their understanding of people who had been trafficked. Speakers included Steve Chapman (Anti –Slavery Co-ordinator for Wales) and Jan Pickles (National Independent Safeguarding Board). 83 professionals attended the event with 80% saying that it was better than expected, 90% of people rated it very good and 97% said that it was very useful to the work that they did.

## Dissemination of Information

The Board continues to use the Cwm Taf Safeguarding website to share a range of information to public and professionals. This year, two E-Bulletins for professionals were published which included a range of topics and news items.

Other items of information sent to partners included:

- NSPCC newsletters
- Policies and procedures – added to website and disseminated via email to professionals.
- Modern Slavery and Human Trafficking – working with Welsh Government to set up a website page with useful resources.
- Trafficked campaign advertised on the website as part of county lines awareness raising



## 14. Guidance and Advice received from the Welsh Ministers and/or the National Board

The conclusions contained in the National Board's Annual Report in October 2017 were considered when developing this year's Annual Report and have informed its structure.

A member of the National Board attends Board meetings on a quarterly basis as well as attending other key meetings such as the Board Development Day.

## Are You Concerned About Someone?

If you suspect that a **child or young person** is being harmed or is at risk of being harmed then you have a duty to report it immediately. All calls concerning worries about children are treated seriously. Contact your local Safeguarding Team on the numbers provided below:

**In Rhondda Cynon Taf:** 01443 425006  
**In Merthyr Tydfil:** 01685 725000

**Opening Hours:**

Monday - Thursday 8.30am - 5.00pm  
Friday - 8.30am - 4.30pm

If you suspect that an **adult** is being harmed or is at risk of being harmed then you have a duty to report it immediately. All calls concerning worries about vulnerable adults at risk are treated seriously. Contact your local Safeguarding Team on the numbers provided below:

**In Rhondda Cynon Taf:** 01443 425003  
**In Merthyr Tydfil:** 01685 725000

**Opening Hours:**

Monday - Thursday 8.30am - 5.00pm  
Friday - 8.30am - 4.30pm

To contact Children or Adults Services outside office hours, at weekends and bank holidays, ring:

**Cwm Taf Emergency Duty Team** on **01443 743665**.

**If you suspect that a child, young person or an adult is at immediate risk of harm call 999 and speak to the Police.**

If you would like to report a non-urgent incident, or have a problem or general query, you can call 101, the 24 hour non-emergency number for the police. **Use 101 when the incident is less urgent than 999.**

**Remember - safeguarding is everyone's business!**

For more information and advice visit: [www.cwmtafsafeguarding.org](http://www.cwmtafsafeguarding.org)

## APPENDIX 1 BOARD MEMBERSHIP

NAME	TITLE	AGENCY
<b>Gio Isingrini</b>	Director of Community and Children's Services (Co-Chair)	<b>Rhondda Cynon Taf County Borough Council</b>
<b>Philip Howells</b>	Head Of Community Housing Services	
<b>Jackie Neale</b>	Adult Safeguarding Service Manager	
<b>Neil Elliot</b>	Service Director, Adult Services	
<b>Julie Clark</b>	Head of Safeguarding and Support (Children)	
<b>Esther Thomas</b>	Temporary Director Education and Lifelong Learning	
<b>Ann Batley</b>	Service Director, Children Services	
<b>Lisa Curtis-Jones</b>	Chief Officer, Social Services (Co-Chair)	<b>Merthyr Tydfil County Borough Council</b>
<b>Alex Beckham</b>	Safeguarding Principal Manager	
<b>Alyn Owen</b>	Chief Officer, Community Regeneration	
<b>Susan Walker</b>	Chief Officer, Education	
<b>Annabel Lloyd</b>	Head of Children Services	
<b>Mark Anderton</b>	Head of Adult Services	
<b>Lynda Williams</b>	Director of Nursing, Midwifery and Patient Services	<b>Cwm Taf University Health Board</b>
<b>Jane Randall</b>	Head of Safeguarding	
<b>Phil Ashby</b>	Superintendent	<b>South Wales Police</b>
<b>Beth Aynsley / Sue Hurley</b>	Independent Protecting Vulnerable Person Manager	

<b>NAME</b>	<b>TITLE</b>	<b>AGENCY</b>
<b>Eirian Evans</b>	Assistant Chief Officer	<b>National Probation Service</b>
<b>Jo Stephens</b>	Deputy Assistant Chief Executive	<b>Wales Community Rehabilitation Company</b>
<b>Ian Davy</b>	Chief Officer	<b>Voluntary Action Merthyr Tydfil</b>
<b>Lyndon Lewis</b>	Head of Service	<b>Cwm Taf Youth Offending Service</b>
<b>Jean Harrington</b>	Director / Interlink Chair	<b>TEDS (Treatment and Education Drug Service)</b>
<b>Linda Davies</b>	Designated Nurse (National Safeguarding Team)	<b>Public Health Wales</b>
<b>Nikki Harvey</b>	Assistant Director for Quality, Safety and Patient Experience	<b>Welsh Ambulance Services NHS Trust</b>



# APPENDIX 2 BOARD STRUCTURE

