



Suffolk
Safeguarding
Partnership

Inclusion Strategy

July 2020

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1. What inclusion means

The Suffolk Safeguarding Partnership (SSP) is committed to helping people in Suffolk understand what we mean by 'safeguarding'. It means preventing abuse or neglect, as far as that can be done. In our work as a Partnership, we will help people to understand in plain language how the safeguarding system works and how people can seek help for themselves or for someone else. Our aim is to make it as easy to understand as how you phone police, see your GP or go to the local supermarket. An example of current confusion we need to improve upon is whether a concern about the care someone is receiving warrants making a safeguarding referral or whether it is a concern about the quality of care which is handled in a different way. As part of the action plan for this Inclusion Strategy, we will make issues like this much clearer for people using services, their representatives and for professionals, who themselves are often unclear.

We will include children and adults at risk as far as possible in all aspects of our work as a Partnership. We are committed to respecting, listening to and empowering people to influence and contribute to our work. The reason for this is that the Partnership's main purpose is to support people and it is crucial that the voices of the people we exist to serve are heard loud and clear.

Inclusion means 'nothing about me, without me' (the famous phrase developed decades ago by the Disability Rights movement). In most personal situations, people either feel included or excluded. Feeling excluded is often an unhappy experience – in everyone's lives. So, inclusion is vital, especially as most work with vulnerable people is based on helping them to feel stronger.

Whether it is an active involvement in your own case at every stage, or involvement in a policy or a strategy being discussed or developed, the SSP will routinely consider the way in which all those involved will be included directly and through representative groups.

This is not an optional extra. It is a reflection of the legal framework we operate within as set out in the Children Act 1989 and updating legislation in 2004, 2014 and 2017 and in respect of adults, in the Care Act 2014 with its six binding principles (see below). Associated guidance documents and Regulations for all agencies add detail to this framework.

This Inclusion Strategy is first and foremost for people who use and provide services, but it is also a wider reference point for the interested public.

2. Promise

The SSP promises to:

- Raise public and professional awareness about safeguarding e.g. through campaigns, social media outlets and through articles and webinars – with the aim of including more people in what we do;
- Inspire people to take action to prevent abuse and neglect, especially by drawing attention to how it affects the daily life and experience of child and adult victims;
- Identify routes for sharing information from the Partnership Boards to our partners, user groups and vice versa e.g. through regular webinars (rather than newsletters) so that contact with the Partnership is a positive learning experience (doing with rather than being done to);
- Work with agencies and partners to ensure that they seek out the views of children, young people, families and adults to inform their practice and to check through audits whether that learning is being applied;
- Work with agencies and partners within a strengths based 'Think Family' approach to ensure that their practice focuses on building relationships with children, young people, families and adults;
- Include those affected in any de-brief or review of an individual case or situation.

3. Communication and Engagement

Principles of Engagement

We aim to ensure that vulnerable people receiving a service in Suffolk are included in any assessments being carried out in respect of them, any case plans or care plans being developed and any case work they might be undertaking to help them appropriate to their situation and needs. It is important that all those supporting and helping a vulnerable child or adult take steps to understand the lived experience of anyone at risk. We will encourage all agencies and their staff to be (professionally) curious about the lives of everyone they work with in a safeguarding capacity in order to improve outcomes for them. The more inclusive the work, the higher impact it will have.

The SSP will always consider safeguarding through its impact on 3 groups:

- Individuals
- Families
- Public

Individuals

Individuals who need to be protected and cared for properly are the main focus of the SSP. Our remit covers prevention of abuse and neglect in all of the forms it takes: a responsibility to oversee the services offered to reduce risk or to eliminate it altogether where possible; as well as how to help individuals recover from any harm they have experienced.

Our work is mainly carried out by overseeing the safeguarding services of the main operational agencies in Suffolk and smaller organisations who hold a safeguarding remit. We have a responsibility in law to oversee multi-agency work and to hold agencies and individuals to account where there are shortfalls. We take that responsibility seriously and we have an open door for anyone to expressing concerns.

How we will involve individuals in the work of the SSP

- Promoting a strengths-based inclusive model of practice which helps children, young people, families and adults put the changes they need or want to make firstly into words and then into action. Being included in your own case sits at the heart of this Inclusion Strategy;
- Monitoring the effectiveness of child and adult safeguarding in Suffolk, including how appropriately inclusive it is, through multi-agency auditing carried out with the people receiving services and their carers;
- Feedback and public engagement programmes working with the voluntary and community sector in Suffolk through large county-wide organisations like Healthwatch and Community Action Suffolk, and smaller groups such as local dementia support groups;
- By inviting lay people to be part of our Partnership teams and by extending user involvement in our work.

Families

Families and carers views can be as important to the work of the SSP as the individuals they support. Families are usually the people who everyday keep people safe and prevent harm, hence the need for professionals to work together with family members inclusively.

How we will involve families in the work of the SSP

- Auditing individual cases or specific issues (audits carried out with family members on the team)
- Feedback and public engagement programmes
- Local forums representing carers

Public

Safeguarding is everyone's business, at least to be aware of. We aim to improve awareness of safeguarding concerns and take up of safeguarding services. Both approaches matter. Having responsibility for leading the effectiveness of the safeguarding work of our members and partner agencies, the SSP recognises the need to communicate not only with professionals, but with the wider population of Suffolk to raise awareness of safeguarding and enable people to work together to prevent and reduce abuse and neglect.

As such we will:

- Be proactive in raising awareness of individual agency roles and responsibilities and work around safeguarding children and adults at risk;
- Promote the work of the Suffolk Safeguarding Partnership through;
 - events;
 - our website;
 - social media platforms;
 - our partners.
- Proactively engage service users, practitioners and the wider community to inform multi-agency policy and practice;
- Identify best practice and feed this into our Partnership teams to inform future work;
- Proactively communicate with the findings of safeguarding reviews including 'lessons learned'.

4. What will success look like?

The SSP will know it has been successful in its aim to communicate, engage, and involve users of services and communities into its processes when the following has been achieved:

- A greater common understanding about safeguarding across Suffolk, the evidence base to be developed through regular surveys;
- The people affected are proportionately involved in how their own cases are handled and managed, e.g., whoever makes a safeguarding referral, they will be informed about the outcome, either in general terms if the detail is confidential or in full, which will usually be the standard of feedback for close relatives and family carers;
- Users of services and lay people are meaningfully involved in the work of the Partnership, through the Partnership team and the independent Chair being able to evidence the steps they have taken to live by their own Inclusion Strategy;
- Users of the safeguarding referral process feedback their experiences and views of the processes to influence a change in the procedure where this will lead to improvement;
- All policies and communications are co-produced with users of services;
- The SSP has an interactive web site and active social media platforms with a steady increase in followers and interaction;
- The SSP demonstrates it is listening to and acting on the views of the user and communities – '*You said... We did...*' / good news stories distributed to communities and community groups;
- There is direct engagement with users and community representatives fostering a reciprocal relationship and seeking to build community curiosity as well as professional curiosity about safeguarding.

5 Priority actions delivering the strategy in 2020/21

| Action | What this will look like | Timescale |
|---|---|---|
| 1. Link the strategy with other key documents | <ul style="list-style-type: none"> Bracket the strategy, including child-friendly, easy to read versions, and translated into the main Suffolk community languages with other key documents like the Healthwatch referrals review process and report so that all related documents are easily accessible under one heading on the SSP website. On the website, use best practice links as supplementary guidance e.g. short clips from a family member, a professional and someone who has been through the safeguarding process to show how it worked for them- the clips should be positive and inspirational. | |
| 2. Hold quarterly round tables with statutory partners and advocacy groups, to identify and resolve safeguarding-related difficulties (large and small) | <ul style="list-style-type: none"> Round tables will be diarised by the end of May 2020 and begin on 1 July 2020 | COVID delayed start of these. Emailed AD 14/10 to ask if we can now kick these off and if yes, who will be present |
| 3. Clarify the criteria for a safeguarding referral as distinguished from other concerns and complaints e.g. about the quality of care being received. | <ul style="list-style-type: none"> Consultation (inclusion), clarification (through drafts), publication of the end to end process for a safeguarding referral to the Suffolk Safeguarding Partnership (SSP) | |
| 4. Review the Partnership's meetings and processes and ensure these are as inclusive as possible, increasing that inclusion over time | <ul style="list-style-type: none"> Consider the inclusion of children, young people, adults, their families and their representatives in all areas of the partnership's activity by working with established service user and care representative groups/organisations. Expanding the involvement of 'experts by experience' in the work of the Partnership through active recruitment to specific roles | Inclusion slot at the beginning of SAB being trialled at November 2020 meeting. Proposal is that this is a slot open to service users / carers / community / professionals to talk to Sab about issues, their experiences, and suggestions for shaping future services. |

| Action | What this will look like | Timescale |
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| 5. Reaching out more, raising public and professional awareness | <ul style="list-style-type: none"> • More effective use of social media, more campaigns, new posters, more high-quality materials and a higher profile in Suffolk for safeguarding issues (measured by mentions and analysed for impact across all types of media). • Twice yearly surveys will be undertaken to measure levels of understanding and awareness about safeguarding issues (professionals and public) | Emailed TM about potential for doing a survey Winter 2020 |
| 6. Ensuring involvement 'in my own case' | <ul style="list-style-type: none"> • A multi-agency audit will be carried out in early 2021 to assess for proportionate inclusion in a random sample of cases, to identify and apply learning | SC scheduled for joint multi agency audits |
| 7. Strengthen the culture between health and social care for children and health and social care for adults, using a Think Family approach | <ul style="list-style-type: none"> • Ensuring better links at all levels of safeguarding responsibility between all partners including with and between the voluntary sector groups | |
| 8. What inclusion in safeguarding will mean in the post-COVID world | <ul style="list-style-type: none"> • Track the number of referrals as it rises again after the end of lockdown and understand what has happened to people at risk during the lockdown period • Work with our Partners on the development of a Recovery Plan which focuses on gathering intelligence and evidence regarding the key areas of safeguarding concern that are arising during lockdown. This plan needs to be informed by the voices of children and adults; • Maximise online safeguarding support and advice coming out of the Partnership, both in the short-term and the long-term | <p>Voices of adults and children heard through case working and direct conversations between practitioners and service users/their carers. This, combined with data from the MASH and multi-agency partners, developed the SSP Recovery Plan. The Recovery Plan is available here.</p> <p>Strong communications plan developed through the multi-agency Tactical Groups formed during lockdown. Full copies are available via the SSP team, but have been</p> |

| Action | What this will look like | Timescale |
|--------|--------------------------|--|
| | | shared via all of the SSP social channels during this period (Instagram, Facebook, Twitter). |

6 Links to other resources and documents

- Making Safeguarding Personal policy
- Lay person - person profile
- Comms plan for 2020/21 (detailing what we will do and when, a timeline)
- SSP Business Plan 2020/21
- Working Together 2018
- KCSIE 2019



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