



Suffolk  
Safeguarding  
Partnership



# ENGAGEMENT POLICY

# An Engagement Policy for Suffolk Safeguarding Partnership

The Suffolk Safeguarding Partnership (SSP) is committed to **helping people** in Suffolk understand what we mean by 'safeguarding'.

It means **preventing abuse or neglect**. We want to help people to understand how the safeguarding system works and how people can seek help for themselves or for someone else.



## engagement

[ communications +accessibility]

We are committed to empowering people to contribute to our work, which reflects 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



# Who do we need to communicate with?

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 abuse and neglect**.

safeguarding  
is everyone's  
business.



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 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 child or adult at risk 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 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 4 groups:

- **Individuals**
- **Families**
- **Public**
- **Professionals**

# What do we want to communicate?

## With Individuals

We will:

- Promote a **strengths-based inclusive model** of practice which helps people put the changes they need or want to make firstly into words and then into action.
- **Monitor** 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 and smaller, local groups.
- Invite **lay people** to be part of our Partnership teams and by extending user involvement in our work.

## With 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.**

How we will involve families in the work of the SSP?

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

## With Professionals

Professionals who need help with **safeguarding** will be able to access our website for information. It will be our **hub**, where questions can be answered and a number of training resources can be accessed as below:

- **Webinars, podcasts** and discussion groups that are posted under our **training page of the website** and are regularly updated.
- Policies are **accessible** and relevant.
- Referral process is **simple** and user friendly.
- Events and special days are highlighted via social media.

# How will we communicate?



Our communications methods will be inclusive, to improve awareness of Safeguarding. Our communications will be posted on our website and we will direct people to it using our social media channels.

In order to achieve our goal of inclusivity and openness we need to communicate effectively

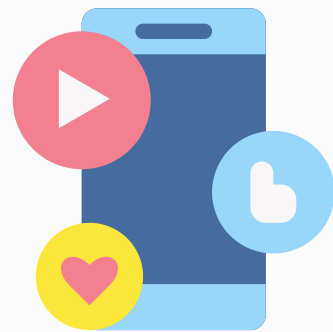
We will promote the work of the SSP through;

- Events
- Our website
- Social media platforms
- Our partners
- Podcasts
- Webinars

We want to proactively engage service users, practitioners and the wider community to inform multi-agency policy and practice using the above methods.



## THE DIGITAL DIVIDE



Some people do not have access to the internet so to ensure we reach these people we will try different, offline methods of communicating.

We will reach out to **communities** at events and through their local councillor or other hubs of the community. We will ensure that we develop printed materials that have relevant and helpful information updated regularly.



# 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, 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 SSP, through the SSP 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.



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