

ISLE OF ANGLESEY COUNTY COUNCIL

Committee:	Partnership & Regeneration Scrutiny Committee
Date:	4 February 2020
Subject:	North Wales Safeguarding Board Annual Report 2018/19
Purpose of Report:	The report meets the statutory requirement that the North Wales Safeguarding Board publishes its Annual Report. It provides an overview of the work of both the North Wales Children and the North Wales Adult Safeguarding Boards from April 2018 to March 2019 and the progress made in delivering key objectives across the region to safeguard people. It outlines next steps and longer term plans for the Regional Safeguarding Board.
Scrutiny Chair:	Councillor Gwilym O Jones
Portfolio Holder(s):	Councillor Llinos Medi
Head of Service:	Alwyn Jones, Director Social Services
Report Author: Tel: Email:	Anwen Huws 01248751811 AnwenMHughes@anglesey.gov.uk
Local Members:	Not relevant

1 - Recommendation/s

For Elected Members to consider and note the information contained within the North Wales Safeguarding Board Annual Report 2018/19.

2 – Link to Council Plan / Other Corporate Priorities

The Council believes that every child and adult has the right to be safe from harm. One of the responsibilities of the North Wales Safeguarding Board is to ensure that each North Wales local authority safeguards the people that live in their respective county.

3 – Guiding Principles for Scrutiny Members

To assist Members when scrutinising the topic:-

3.1 Impact the matter has on individuals and communities [**focus on customer/citizen**]

3.2 A look at the efficiency & effectiveness of any proposed change – both financially and in terms of quality [**focus on value**]

3.3 A look at any risks [focus on risk]

3.4 Scrutiny taking a performance monitoring or quality assurance role [focus on performance & quality]

3.5 Looking at plans and proposals from a perspective of:

- Long term
- Prevention
- Integration
- Collaboration
- Involvement

[focus on wellbeing]

4 - Key Scrutiny Questions

The extent to which the Safeguarding Board has implemented its most recent Annual Plan?

The effectiveness of the partnership in working together and holding each other to account?

Are there areas in which the boards need to be able to demonstrate more improvement in the area of improved outcomes for Children and Adults at Risk?

How does Isle of Anglesey support and contribute to the Board's effectiveness?

5 – Background / Context

Legal Framework

5.1 The Social Services and Wellbeing (Wales) Act 2014 provides the statutory framework for Social Care in Wales. The Safeguarding Boards (General) (Wales) Regulations 2015 relate to setting up and the function of the Safeguarding Boards. Regulations 5 and 6 relate to the making of annual plans and annual reports by Safeguarding Boards. The North Wales Safeguarding Annual Report 2018/19 was approved by all members of the respective Children and Adult Boards.

5.2 Welsh Government Working Together to Safeguard People Guidance, , states that the objectives of a Safeguarding Children Board are:

- To protect children within its area who are experiencing, or are at risk of abuse, neglect or other kinds of harm, and
- To prevent children within its area from becoming at risk of abuse, neglect or other kinds of harm.

and the objectives of a Safeguarding Adults' Board are to protect adults within its area who -

- Have needs for care and support (whether or not a local authority is meeting any of those needs), and
- Are experiencing, or are at risk of, abuse or neglect
- To prevent those adults within its area becoming at risk of abuse or neglect.

5.3 Both boards set the strategic direction of safeguarding, including policy

direction, and monitoring the effectiveness of safeguarding within agencies across the region. Boards commission practice reviews and disseminate learning to practitioners which ensures that local learning is widely known and that safeguarding is high on the agenda at all levels of the workforce.

Priorities 2018/19

- 5.4 Adults Board - improve Outcomes, Increased Knowledge and Continuous Learning, and develop Strong Leadership and Evidenced Compliance. The Children's Board focused on proactively working in partnership to keep children safe from sexual and criminal exploitation in North Wales. To improve the multi-agency responses to children displaying harmful sexual behaviours (HSB) and that experiences and outcomes improve for children who have lived, or who are living with domestic abuse

Priorities 2019/20

- 5.5 For 2019/20 following the Board's Business development day and also in discussion with other Safeguarding Partnership Boards in North Wales, two strategic shared priorities were identified, with one individual priority each for the Children's and Adults Boards: Exploitation [Shared Priority]: Domestic Abuse [Shared Priority]: Improved awareness and compliance in the Adult at Risk Process [Adults' Board Priority] and Safeguarding in Education [Children's Board Priority]

Key Messages from the Annual Report

- 5.6 Safeguarding requires effective partnership working and the Annual Report 2018/19 acknowledges good practice across the region, as well as areas for development. These areas for development will be reflected in the North Wales Safeguarding Board business plan for 2019/20.
- 5.7 There are clear risks to children and adults at risk if services across the region are not delivered in a safe and robust manner.
- 5.8 Safeguarding requires everyone to work together to safeguard people. There is strong partnership and a collaborative working culture established across a large regional footprint and commitment in the coming year to strengthen and consolidate the progress made to date to safeguard and protect the most vulnerable members of our communities. An important piece of work is the review of current regional partnership structures from a Safeguarding and Community Safety perspective, in order to ensure that complex and cross cutting issues such as County Lines can be managed in an effective way
- 5.9 The North Wales Safeguarding Board recognises the need to strengthen the level of participation and therefore established an Engagement and Participation sub group to promote engagement with Children / Adults and their carers to ensure that they are given the opportunity to participate.
- 5.10 Embedding Learning from the Adult / Child Practice Reviews (APR / CPR) in practice is a challenge. Over the last twelve months the Child Practice Review group has reviewed all the previous CPRs that have taken place

in North Wales over the last three years to ensure all action plans are completed and approved at the Board.

Key Achievements of the Safeguarding Boards during 2018/19

- 5.11 Nomination to Social Care Wales Accolade in the category of “Effective approaches to Safeguarding Practice”, for which the North Wales Safeguarding Adults Board (NWSAB) was highly commended.
- 5.12 Established a community of practice events to bring services together and to share good practice, challenges and research with professionals from different agencies in relation to CSE.
- 5.13 Launched a safeguarding video ‘See Something / Say Something’. Which is available on the Safeguarding Board’s website and is available for local agencies to use.
- 5.14 Contributed to the development of the Safeguarding Procedures via representation at the Project Board and responded to the consultations on the relevant sections.
- 5.15 Engaged with Social Care Wales and other Safeguarding Boards across Wales in the development of the Regional Safeguarding Board Training Framework.
- 5.16 The ongoing development of the Safeguarding Board Website has seen an increase in resources and information being made available, not only for professionals but also for the general public. The number of people who have signed up to receive weekly updates for the website has increased again in 2018/19 and the number of page views on the site has increased.

Other Matters relevant to the work of the Safeguarding Boards:

- 5.17 There are increasing demands, complexity and expectations on all agencies involved in safeguarding. This coupled with financial challenges, leads to challenges for all agencies. One such impact on Safeguarding Boards has been the reduced capacity of Board members to release staff to undertake part in Board work such as providing reviewers for Child / Adult practice reviews.

6 – Equality Impact Assessment [including impacts on the Welsh Language]

The Annual Report 2018/19 is a summary of work undertaken throughout the year across the North Wales footprint. Individual proposals / decisions will have been considered.

7 – Financial Implications

The North Wales Safeguarding Board uses the national funding formula to assess and identify annual financial contributions from statutory partner agencies. IOACC

contribution is in line with this formula. Budgets are to be agreed by Safeguarding Board partners to ensure sustainability in taking forward programmes of work and to be rolled forward until modified to ensure stability and security of funding over more than one financial year.

8 – Appendices:
1, North Wales Safeguarding Board Annual Report 2018/19

9 - Background papers (please contact the author of the Report for any further information):



NORTH WALES SAFEGUARDING BOARD ANNUAL REPORT 2018/19

“Every Child, Young Person and Adult in North Wales should be able to grow up safe, free from abuse, neglect or crime; so allowing them to enjoy a happy and healthy life and fulfil their potential”

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Foreword:

We would like to welcome you to the third annual report from the North Wales Safeguarding Board. The report is written in accordance with the Safeguarding Board Regulations 2015 (Wales) and is to provide a rigorous and transparent assessment of the Board's performance. The report reflects the work undertaken by the North Wales Safeguarding Board from April 2018 to March 2019.

If you have any comments about the Board's work or wish to find out more, you can contact North Wales Safeguarding Board on

01824 712903 or

Regionalsafeguarding@denbighshire.gov.uk

The North Wales Safeguarding Board have also produced an Easy Read version of the report.



Introduction:



Jenny Williams (Chair of the North Wales Safeguarding Children Board):

This Annual Report outlines the progress we have made against the outcomes set by the North Wales Safeguarding Children Board in March 2018 as part of our Annual Strategic Plan. The Board has continued to mature in the last year to one where we demonstrate effective co-operation and challenge are part of everyday business.

North Wales Children Safeguarding Board can demonstrate how we have influenced the national agenda on Child Sexual Exploitation and Harmful Sexual Behaviour. We have responded to recommendations from both the National Independent Safeguarding Board and the Children's Commissioner.

Joint working with NWSAB has been positive and we now have an agenda that is richer with the different areas of practice in adult and children's services now starting to enrich each other with practitioners seeing the benefit of an all age approach to protecting children and adults at risk.

There will always be challenges in delivering such complex services across such a large regional area such as North Wales but this annual report clearly demonstrates good progress in demonstrating how NWSB is impacting on outcomes for children and young people.

I am privileged as Chair of the NWSCB to continue to serve the residents and diverse communities of North Wales region in leading and fulfilling the Board objectives as stated in Part 7 of the Social Services and Well-being Act (Wales) 2014 to protect and prevent children in the region from experiencing abuse and neglect and other kinds of harm.

Neil Ayling (Chair of the North Wales Safeguarding Adults Board):

The annual report outlines in detail the progress we have made against the outcomes that were set by the North Wales Safeguarding Adult's Board as part of our Annual Strategic Plan published on 31st March 2018.



The Board has great commitment from its members which clearly supports the improvement journey. The Board is emerging into a more robust, open, constructively challenging, and continually developing body that has a clear focus on safeguarding adults at risk at its core.

It has become increasingly clear that the Board is enhanced by a more cross cutting agenda which focusses on safeguarding with a 'people' perspective. The annual report references the work we have done.

The position of Betsi Cadwaladr University Health Board has been a concern to us all and in particular the impact of the investigation into allegations of abuse within Tawel Fan. The NWSAB responded to findings of the HASCAS review and we have been able to demonstrate, as a region, work we have done and continue to do around Adult Safeguarding Practice.

It was also a source of great pride that the NWSAB were highly commended at the Social Care Accolades for the work we have undertaken in the area of self-neglect.

Finally, I would like to thank all members of the NWSAB and the sub-groups for the work undertaken during the year and I look forward to working with the Board next year in promoting and improving practice around safeguarding Adults at Risk.

News

2018 Accolades

13 September 2018
Social Care Wales

Highly-commended:

North Wales Safeguarding Board – for its *Self-neglect*

Protocol initiative, developed to prevent the serious injury or even death of people who appear to be self-neglecting, supporting their right to be treated with respect and dignity and “aiding recognition of situations of self-neglect”.



Objectives of the Safeguarding Boards:

The Welsh Government” Working Together to Safeguard People Guidance” Volume 1 states that the objectives of a Safeguarding Children Board are:

- a) To protect children within its area who are experiencing, or are at risk of abuse, neglect or other kinds of harm, and
- b) To prevent children within its area from becoming at risk of abuse, neglect or other kinds of harm.

The objectives of a Safeguarding Adults Board are:

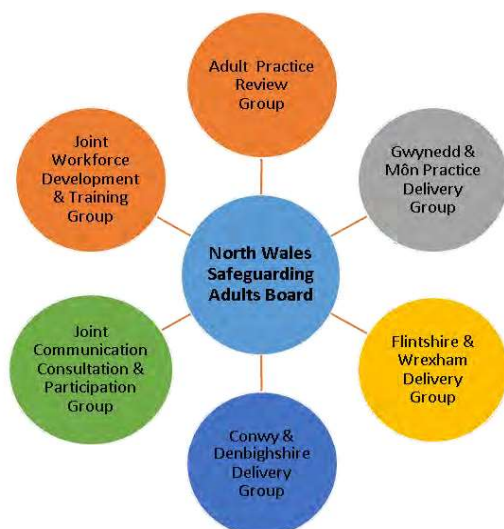
- a) To protect adults within its area who -
 - (i) Have needs for care and support (whether or not a local authority is meeting any of those needs), and
 - (ii) Are experiencing, or are at risk of, abuse or neglect
- b) To prevent those adults within its area mentioned in paragraph (a) (i) becoming at risk of abuse or neglect.

It is the role of both boards to set the strategic direction of safeguarding, including policy direction and monitoring the effectiveness of safeguarding within agencies across the region. Boards commission practice reviews and disseminate learning to practitioners which ensures that local learning is widely known and that safeguarding is high on the agenda at all levels of the workforce.

1.0 About the North Wales Safeguarding Boards:

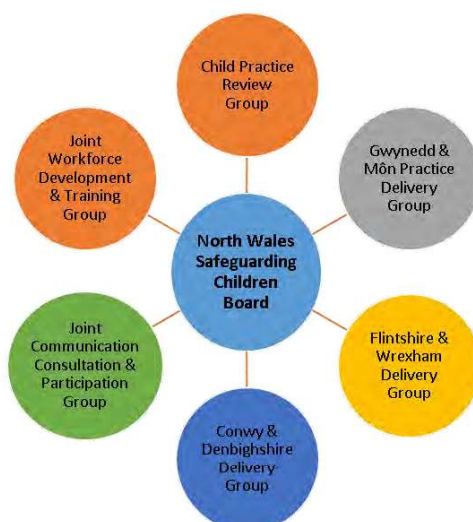
Structure

The structure of the North Wales Safeguarding Boards are shown below:



*North Wales
Safeguarding Adults
Board*

North Wales Safeguarding Children Board



The North Wales Safeguarding Adults/ Children's Board

The North Wales Safeguarding Boards for Children and Adults work together to monitor and improve regional safeguarding activity across North Wales. The two Boards consist of senior managers from all key statutory partners and agencies (see membership table). The Children's and Adults Boards aim is provide leadership and guidance to all its constituent agencies through the delivery of strategic priorities for safeguarding activity practice

The Local Delivery Groups

The local delivery groups operate on a sub-regional level in North Wales. We have three local delivery groups for both children and adults. Membership consists of the Head of Children's & Adult Services, senior and middle managers from local statutory agencies, and analysing local performance data and completing practice audits to inform practice improvements and identify risk.

LDGs seek to share and acknowledge examples of good safeguarding practice, in addition they will professionally challenge and hold agencies to account when safeguarding practice falls below expected standards.

The Regional APR/CPR Sub Groups

The regional APR/CPR Sub Group considers information against defined criteria within 'Working Together to Safeguard People Volume 3 – Adult Practice Reviews & Volume 2 – Child Practice Reviews' and makes a referral to the Chair of the Adults/ Children's Board.

Practice Reviews are undertaken by a multi-agency group of professionals who collectively analyse information and identify any practice themes and lessons to learn. The report is then published as a Child/Adult Practice Review on the Board's website.

Regional Training Sub Group:

The Workforce and Development Training Sub Group operates collaboratively and in conjunction with the Adults and Children's Board. It seeks to support and guide the

delivery of safeguarding training and learning across the six local authority areas and partner agency organisations. The Sub Group works closely with partners' training departments to ensure and promote the quality and consistency of safeguarding training and delivery.

Regional Consultation, Communication and Participation Group:

The Regional Consultation, Communication and Participation Group operates to develop, review and distribute information on safeguarding to professionals, volunteers and members of the public including children and young people (web pages, general awareness raising activities). In addition it aims to ensure appropriate engagement opportunities are in place for key stakeholders such as children, young people, adults, parents, carers and professionals and volunteers to communicate with the NWSBs.

Policy and Procedures sub groups

The role of the Childrens and Adults Policy and Procedures sub-groups are to develop regional multi-agency policies and procedures for safeguarding and promoting the welfare of Children / Adults at risk as commissioned /required by either:

- The NWSB
- New developments in legislation or guidance

North Wales Safeguarding Children's Board

Membership of the NWSCB:

Barnardos Cymru

Betsi Cadwaladr University Health Board x 2

Community Rehabilitation Company

Conwy County Borough Council x 2

Denbighshire County Council x 2

Flintshire County Council x 2

Gwynedd Council x 2

Isle of Anglesey County Council x 2

National Probation Service

NSPCC

North Wales Police

Public Health Wales

Representative from National Independent Safeguarding Board

Representative from Youth Justice Service

Welsh Ambulance Service Trust

Wrexham County Borough Council x 2

North Wales Safeguarding Adults Board

Membership of the NWSAB:

Betsi Cadwaladr University Health Board x 2	Representatives National Independent Safeguarding Board
Community Rehabilitation Company	Representative Care Forum Wales
North Wales Fire and Rescue Service	Conwy County Borough Council x 2
Gwynedd Council x 2	Wrexham County Borough Council x 2
Community Voluntary Services Council	National Probation Service
North Wales Police	Wales Ambulance Services Trust
Denbighshire County Council x 2	Public Health Wales
Flintshire County Council x 2	Isle of Anglesey Council x 2
	HMP Berwyn

2.0 Action the Safeguarding Boards have taken to achieve particular outcomes.

The NWSB and sub-groups continue to evolve to ensure effectiveness

The North Wales Safeguarding Board has been able to demonstrate continued improvements in relation to the effectiveness of the Safeguarding Boards. During the year, the Welsh Government commissioned Independent Facilitators to consider the effectiveness of the North Wales Safeguarding Adults Board following the publication of the HASCAS review into patient's experiences at Tawel Fan (Mental Health Ward at Glan Clwyd Hospital). One of the conclusion of the Facilitators report was:

'We have experienced a Safeguarding Adults Board which has made good progress through 2018 in addressing partnership relationships that had been adversely affected by the concerns arising from the published reports in connection with the patient experience at Tawel Fan.

This progress has been achieved through the willingness of Board members to learn and work together with the clear common purpose of improving adult safeguarding arrangements in North Wales'

In addition to this review, we have continued to receive highlight reports from each sub group presented at each board meeting and also undertook at our Joint Business Development a self-assessment review using the toolkit provided by Practice Solutions.

As a Board we receive partner agencies' annual report which provides Board members the opportunity to quality assure the safeguarding work that is being undertaken in North Wales.

We have forward work plans in place for all the sub groups which reflect the Board's key priorities.

Moving forward into 2019/20, the North Wales Safeguarding Children's and Adults Board will be holding a Joint Board meeting in the autumn. This will reflect the shared priorities that both Boards have adopted around exploitation and domestic abuse in 2019/20.

The board is clear that this model will continue to evolve and develop over the next year into more Joint Adult and Children Board meetings. This will be achieved without compromising the joint focus of Board discussion and giving space for both adult and children's agendas.

How the NWSB collaborates with other Boards, Partnerships, and persons/bodies in its activities

Within Section four, we will evidence how the Board during the period 2017-18 has been collaborating with the other Boards/ Partnerships at both a local and national level. An important piece of work that has already started within North Wales is the setting up of a Partnership Task and Finish Group to look at our current regional partnership structures from a Safeguarding and Community Safety perspective, in order to ensure that complex and cross cutting issues such as County Lines can be managed in an effective way by partnerships across the region. Both Chairs of the respective Adults and Children's boards are part of this task and finish group.

It is acknowledged across Wales the risk of potential areas of duplication between the respective Safeguarding Boards and the Community Safety Partnerships. The Home Office Violence and Vulnerability Unit highlighted the following:

“North Wales Police and its partners in the Community Safety arena should review its meetings and governance arrangements with a view to achieving clear and streamlined structures that avoid attendance at too many meetings but at the same time allow links to be made in relation to complex problems. At present, the signs and symptoms of problems may manifest themselves across a number of meetings, without any individual being able to “join the dots, see the whole picture” of offending and its full impact on the community.”

In North Wales we have responded to this risk area, by established the task and finish group. The completed report will be available in the autumn of 2020 and the Board will respond to and implement the findings.

How the NWSB proactively engages with Children/ Adults and their carers to ensure that they are given the opportunity to participate

In last year's report, we identified an area for improvement was around the need for the NWSB to ensure we promoted more opportunities for Children/ Adults and carers to engage and develop the Board's priorities.

We responded to this area by establishing the Regional Consultation, Communication and Participation Group. We have been able to identify local community groups across the region who are currently working with Children and Adults at risk. We have engaged with the Citizens panel across the region, to consult with the wider public their views around safeguarding and priorities for them.

Within section eleven we will go into more detail around the work packages that have taken place in North Wales.

How the NWSB disseminates the learning from the Adult/ Child Practice Reviews

One of the key challenges facing all Safeguarding Boards across Wales is around ensuring the learning from Adult and Child Practice Reviews are implemented into practice and how as a Safeguarding Board we are able to evaluate this.

We developed a local Adult/ Child Practice Review protocol, to clarify the arrangements around which sub groups have lead responsibility for implementing the actions plans/ learning that has been identified from Reviews.

In North Wales, the Adult/ Child Practice Review sub group has lead responsibility for ensuring that the action plans/ learning from reviews has been completed. Over the last twelve months the Child Practice Review group has been able review all the previous CPR's that have taken place in North Wales over the last three years and ensure all action plans are completed and approved at the Board.

We have linked themes from the Adult Practice Reviews into the audit program that the Adult Local Delivery groups undertake. In this year 2018/19, we have undertaken audits around the quality of safeguarding reports, engagement with advocacy services and in relation to a selection of self-neglect cases. The forward work program will focus on practice areas around domestic abuse and adult safeguarding and the area around direct payments and safeguarding.

As a region, we also have held a conference during Safeguarding Week on the Learning from Child / Adult Practice reviews. A number of guest speakers spoke at this event including Professor Michael Preston Shoot from the University of Hertfordshire who provide an overview of key themes from Adult Practice Reviews in England.

We will continue to review our Quality Assurance Framework to ensure that we can further evidence that learning from reviews are implemented into practice.

3.0 The extent to which the Safeguarding Board has implemented its most recent Annual Plan.

During 2018/19, the Adults Board had the following priority areas:

Priority 1 -Improving Outcomes: To be assured that there is efficient, effective and coordinated responses to the identified needs of adults at risk and results in improved outcomes for them

What we said we would do:

- Development of a risk register to ensure that NWSAB is made aware of any risks within and across services and is assured and updated on any action to be taken to minimize the risk.
- Raise the profile of / awareness of the need to safeguard vulnerable adults & empower vulnerable adults to safeguard themselves.
- Work with partners to ensure prevention & safeguarding are included in new and emerging models of service delivery (i.e. direct payments).

What have we achieved?

- **A NWSB risk register has been developed. At each board all agencies have the opportunity to highlight any risk areas within their service. The respective Adults and Children's Board also consider the findings of any regulated inspection that has taken place in respect of a partner agency of the Board.**
- **The NWSAB has developed a number of new awareness raising materials around safeguarding for adults. We have worked in partnership with adults support groups such as Conwy Connect to develop these materials.**
- **As a NWSAB, we have carried out work with partners around prevention. Learning events held to highlight that quality of care issues can quickly escalate into a formal Adult at Risk Report. An example of the work that we have done in North Wales is the work around the Launch of the Herbert Protocol to reduce the risk of adults going missing from residential / nursing homes.**

Priority 2: Increased Knowledge & Continuous Learning:-To be assured that we know the adults who are most at risk in our region and effectively safeguard them. To continually develop and improve the way we work so that outcomes for adults at risk improve.

What we said we would do?

- To respond to and implement action plans from the learning of APR's any high profile reviews such as national serious case reviews/practice reviews to identify, and monitor the implementation of changes that help to prevent similar abuse or neglect happening to others, ensuring the Board that partners have taken appropriate action to develop a better understanding of how to deliver Multi agency training in adults.
- To share good practice with commissioned / contracted services/ third /private sector partners.
- Continued development of adult protection pages and resources on the North Wales Safeguarding Boards' website.

What have we achieved?

- **Over 100 multi-agency professionals attended the adult/child practice learning event.**
- **Using the 7 minute briefings to highlight the Key Themes from Adult Practice Reviews.**
- **The NWSB have delivered multi-agency training around sexual safety on hospital wards and we have delivered training to partner agencies around improving the quality of safeguarding reports. The training was in response to local performance indicators which highlighted an increase in safeguarding reports but a reduction in the number reports that reach the threshold for an Adult at Risk Strategy meeting.**
- **We have developed practice guidance around the ten top tips for completing an Adult Safeguarding Report.**
- **We have increased the number of Adult Protection Pages/ information materials on the NWSB website.**

Priority 3- Strong Leadership & Evidenced Compliance -To provide strategic leadership in relation to safeguarding & to ensure that the North Wales Safeguarding Adults Board are able to demonstrate effectiveness in delivering against their statutory functions.

What we said we would do?

- Continued development of a NWSAB Performance Management Framework (PMF) which includes an agreed multi-agency data set and self- assessment framework.
- Develop a robust system of challenge, and culture of acceptance, to respond positively.
- Ensure that learning and improvement have been embedded into practice

What have we achieved?

- **The Quality Assurance Framework established in North Wales allows us to monitor performance data trends across the region. In North Wales we have seen an increase in Safeguarding reports. Neglect is still the primary safeguarding theme within the Safeguarding reports.**
- **We have also identified particular trends around the Quality of Safeguarding Reports from particular agencies, to ensure that support/ training is provided to assist agencies in completing the safeguarding report form.**
- **During the period the Welsh Government Facilitators were observing/ supporting the Board, the observations from the Facilitators included “A strengthening culture of holding to account” and “Well-attended Board meetings with appropriate reports, recorded actions, approved minutes, engaged participation with respect and challenge”**

During 2018/19, the Children's Board had the following priority areas:

Priority 1: The NWSCB with its partners will proactively work in partnership to keep children safe from sexual and criminal exploitation in North Wales.

What we said we would do?

Completion of the actions identified within the NWSCB and National Child Sexual Exploitation Action Plan

What have we achieved?

- **Within North Wales, partner agencies funded the secondment of a Child Sexual Exploitation Adviser. The Child Sexual Exploitation Adviser in partnership with the NWSCB has updated and reviewed the actions within the plan. Completed the actions identified within the National CSE plan.**
- **Five out of the six Local Authorities now have monthly operational CSE Panels in place. This is a positive move forward in identifying and managing the risks associated with high risk cases where child exploitation is identified.**
- **All six Local Authorities hold CSE Strategy Meetings in line with current CSE guidance. Practice audits were undertaken on behalf of the Board to identify to ensure compliance in this area.**
- **All agencies in North Wales have an identified CSE Lead at strategic level.**
- **There is already a move forward in the established CSE Panels to include cases of different forms of exploitation i.e. criminal exploitation, trafficking.**
- **The development of the community of practice events have been positively received across North Wales and have been a good opportunity to share good practice, developments and challenges regionally but also nationally.**
- **Return to home interviews, local authorities have appointed dedicated members of staff to complete all return to home interviews;**

Priority 2: To improve the multi-agency responses to children displaying harmful sexual behaviours (HSB):

What we said we would do?

Implement the findings from the NSPCC Harmful Sexual Behaviour regional audit and develop the regional action plan.



Scoring	
0	Not at all/ never/ no evidence at all
	Very little / infrequently / little evidence for this
	To some extent sometimes some evidence for this
	To a fair extent good evidence of this
—————	Always/ to a great extent a wealth of extremely strong evidence for this

The overall average scoring from all agencies was around 2. *To some extent sometimes some evidence for this. This highlighted the gaps across the region in all five domains.*

What have we achieved?

- **Over 80 multi-agency practitioners attended a regional conference on harmful sexual behaviour.**
- **Development of a Regional Action Plan. The action plan will be incorporated into the All Wales Child Sexual Abuse action plan.**
- **Audit of compliance around the All Wales Practice Guidance completed.**
- **Multi-Agency training is available across the region on harmful sexual behavior.**

Priority 3: Experiences and outcomes are improved for children who have lived, or who are living with domestic abuse.

What we said we would do?

- NWSCB will work with partners to ensure compliance with the requirements of the Violence against Women, Domestic Abuse and Sexual Violence (Wales) Act 2015

What have we achieved?

- Amended the North Wales Safeguarding Board report form to ensure that we have a wider range of data to ensure compliance with the VAWDASV.
- Promotion of the Publicity Materials shared across the region.
- NWSCB members are part of the VAWDASV training sub group.

From the Board's Business development day and also in discussion with other Safeguarding Partnership Boards in North Wales, we were able to identify two strategic share priorities and one individual priority each for the Children's and Adults Board for 2019/20:

Exploitation (Shared Priority)

Domestic Abuse (Shared Priority)

Improved awareness and compliance in the Adult at Risk Process (Adult's Board Priority)

Safeguarding in Education (Children's Board Priority)

4.0 How have the Safeguarding Boards collaborated with other persons or bodies engaged in activities relating to the board's objectives;



The NWSB Business Unit has continued to attend the All Wales Business Managers meeting with Welsh Government. As a region, we have to continue to support the development of the National Safeguarding Procedures by holding Joint Policy and Procedures meetings to provide feedback on the procedures. We have two representatives on the project board. As a region, we have provided detailed feedback on all the sections of the draft procedures.

Social Care Wales

The North Wales Safeguarding Boards have engaged and worked with Social Care Wales on the process of developing a national multi- agency training framework and on the national standards document for trainers who deliver Safeguarding training. This standards document was originally developed in North Wales. The Board's Business Manager and the Chair of the Regional Workforce Training Sub Group will continue to meet on a regular basis with Social Care Wales

Police Crime Commissioner

We hold an annual meeting with the Police Crime Commissioner to share progress on our respective priorities. Reflecting the Partnership work across North Wales, we have aligned the exploitation priority across the Safeguarding Partnership in North Wales.

Community Safety Partnerships

The Safeguarding Board Business Unit is meeting on annual basis with the Community Safety Partnerships Managers. The focus of this meeting in particular is to look at the practice themes from APR/CPR's and Domestic Homicide Reviews. In the next business year we will formally launch a joint protocol between the Safeguarding Board and the CSP around the interface between the practice reviews and the domestic homicide reviews.

North Wales Coroners

In addition, we hold an annual meeting with the two Lead Coroners in North Wales. The focus of this meeting is to consider learning themes that have been identified during the year from Coroners reports and practice themes from APR/CPRs. An area that both the Coroner and the Safeguarding Board have identified has been around

the WAST delays in responding to critical incidents. Both the Coroner/s and the Safeguarding Board have sought reassurance from WAST regarding service improvements.



Care Inspectorate Wales (CIW)

North Wales Safeguarding Board now holds an annual meeting with Care Inspectorate Wales. The focus of this meeting is to share information around current practice themes. CIW has also contributed to the work on Adult Practice Reviews as a member on Review Panels in respect of cases where CIW have had involvement within the case. CIW identified an area for improvement in North Wales is around the consistency of the management of the Escalating Concerns process.



Cheshire West Safeguarding Board

In addition to working with the respective Safeguarding Boards in North Wales, we also hold an annual meeting with the Cheshire West Safeguarding Board. The reason for this meeting is due to close geographic links between Cheshire and North Wales, a number of North Wales' resident's access services such as Health from Cheshire. We also see a number of safeguarding cases that transfer in/ out between the respective areas.

The NWSB Business Unit presented to the other North West Regional Business Managers around the Practice Review Process in Wales.



During the year, NWSCB received a presentation from the Independent Inquiry into Child Sexual Abuse. Partner agencies from the NWSB have provided additional information when requested. The NWSCB have also reflected on the learning from the recent report on Sexual

Abuse of Children in Custodial Institutions: 2009-2017 - Investigation Report (IICSA, February 2019). In response to this report, we asked the respective Youth Justice Services in North Wales, to review the placement records of any young person who had been placed in one of the custodial institutions identified within the report during the period 2009-2017. This is to ensure that any issues that the young person may have highlighted were address appropriately.

5.0 Any requests the Safeguarding Board has made to qualifying persons under section 137(1) of the Act for specified information, and whether the requests were complied with.

During the period 18/19, the NWSB made no requests to qualifying persons under Section 137 (1) of the Act. We would like to highlight that as NWSB we did hold discussions regarding the use of this legislation in respect of a Learning Review that was being undertaken by the Lawn Tennis Association following a safeguarding incident at a Tennis Centre in North Wales.

The NWSB had not been notified by the Lawn Tennis Association prior to the review being commissioned that this work had been started. Following a number of discussions with the LTA, we were reassured regarding the review process.

6.0 Achievements of the Safeguarding Boards during the year:

Social Care Wales Accolade

As highlighted in last year's annual report, the NWSAB has undertaken a significant amount of work in the practice area of self-neglect. From the initial learning from the first three adult practice reviews in North Wales it was identified that self-neglect was a recurring theme in each of the reviews. It was clear that multi –agency staff had limited understanding around the issues of self-neglect. A recommendation was made in an APR action plan for the development of a regional self-neglect protocol.

The work that the NWSAB has undertaken over the last two years resulted in a nomination for a Social Care Wales Accolade.

In the category of “Effective Approaches to Safeguarding Practice”, the NWSAB were highly commended.



The NWSAB has continued to promote awareness of the Self-Neglect Protocol, the following activities took place during this year:

- Self-Neglect workshop held during Safeguarding Week.
- Development of Self-Neglect Leaflets for the General Public and Professionals.

Continuity of Practice Events



In partnership with the CSE Regional Adviser, the NWSCB has established the Continuity of Practice events. Working across the region and with partner agencies it was clear there was a lot of good practice taking place in identifying and supporting children and their families who had been affected by CSE, however there continued to be a gap in sharing practice across the region.

The idea of developing Community of Practice Events was an opportunity to bring services together and to share good practice, challenges and research with professionals from different agencies.

North Wales Safeguarding Board Business Development Day

The members of both NWSAB and NWSCB came together in January 2019 to reflect on progress made in the last year and to develop our strategic priorities for the coming year 2019-20.

As part of the Business Development Day, the Board members completed the self-assessment toolkit developed by Practice Solutions.

The five themes for Safeguarding Boards in Wales are:

- We have effective governance arrangements.
- We have strong partnership working and effective collaboration.
- We take opportunities to raise awareness of the Board and its work.
- We are focused on quality and performance in the safeguarding of children and adults.
- We understand our safeguarding responsibilities and how to meet them.

As a Board we included a scoring system within the toolkit.

- 0 = The NWSB have not begun to consider this particular standard and/or are unaware of the requirements of Safeguarding Board regulations regarding the standard;
- 1 = The standard recognised by members, may be in a governance document, plan or exist as a system 'we have a sub-group' but limited active work is taking place towards achieving it;
- 2 = The NWSB is actively working together towards achieving this standard;

- 3 = This standard has been achieved, is being maintained/developed and is contributing to improved cooperation and effectiveness of safeguarding;

The outcome of the Self-Assessment was:

We have effective governance arrangements	Band 3 = This standard has been achieved, is being maintained/developed and is contributing to improved <i>cooperation and effectiveness</i> of safeguarding
We have strong partnership working and effective collaboration.	Band 3 = This standard has been achieved, is being maintained/developed and is contributing to improved <i>cooperation and effectiveness</i> of safeguarding
We take opportunities to raise awareness of the Board and its work.	Band 3 = This standard has been achieved, is being maintained/developed and is contributing to improved <i>cooperation and effectiveness</i> of safeguarding
We are focused on quality and performance in the safeguarding of children and adults.	Band 2 =The NWSB is <i>actively working together</i> towards achieving this standard
We understand our safeguarding responsibilities and how to meet them.	Band 3 = This standard has been achieved, is being maintained/developed and is contributing to improved <i>cooperation and effectiveness</i> of safeguarding

As a Safeguarding Board, we identified that we still need to be able to demonstrate more improvement in the area of improved outcomes for Children and Adults at Risk following the Board's work.

We identified that preventive work was an area of practice that the Board's needs to be able to evidence in more detail.

National Safeguarding Week

In November 2018 the Board Business Unit, in collaboration with Local Delivery Groups, co-ordinated and supported a regional programme of events to support National Safeguarding Week

The Board Business Co-ordinators were the link between this group and WG, NISB and other Boards in Wales who all worked collaboratively to provide consistency of approach and resources that were useable in each area. This included a communication pack with factsheets on all safeguarding themes, pre-translated tweets/quotes, press releases and pictures for use by each organisation's communication team, where appropriate.

The theme of the week was Exploitation.

The NWSAB Business Co-ordinator developed a series of "Fact Sheets" on the different forms of exploitation.

The NWSB conference during Safeguarding Week included presentations on:

- County Lines
- Modern Slavery
- Child Sexual Abuse
- Forced Marriage

The Board also received a powerful presentation from a victim of coercive control and domestic violence.

In addition the NWSB launched its safeguarding video See Something / Say Something

The video is available on the Safeguarding Board's website and is available for agencies locally to use.

See Something - Say Something

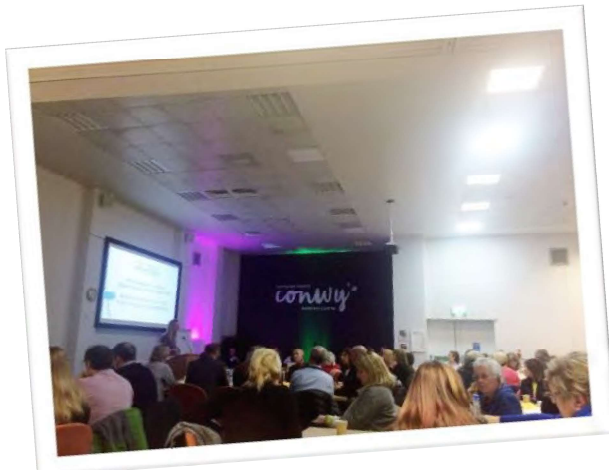


National Safeguarding Week:

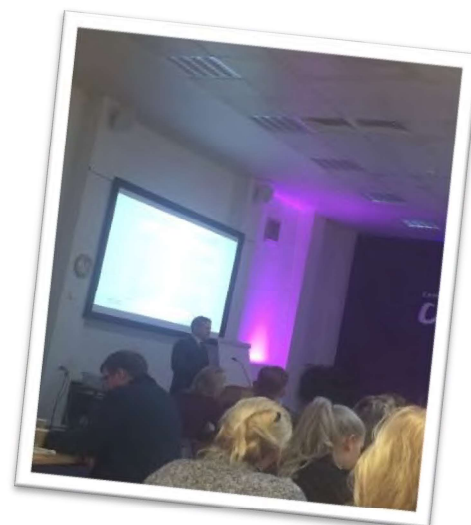
CVSC Stakeholder Event



*Sally Holland - Children's
Commissioner for Wales*



NWSB Exploitation Conference



APR/CPR Learning Event

7.0 The extent to which each member of the Safeguarding Board contributed to the Board's effectiveness:

The involvement and support of the Boards Members, sub group representatives and their support services are the most valuable resource that the North Wales Safeguarding Boards have. They have engaged and supported the safeguarding agenda throughout the year. At times there has been challenge and frustration but it is clear that all are passionate about what they do and are working hard to ensure that the Boards achieve the aspirations set out in the business plans to ensure better outcomes for those aspirations set out in the business plans to ensure better outcomes for those that are vulnerable.

Over the last twelve months, the Business Unit has monitored attendance at the respective Adults and Children's Boards.

Overall attendance from the key agencies at the Adults Board has been good, and the Chair of the Board is keen that attendance from key officers is consistent and at the right senior management level.

Although not a statutory partner, the NWSAB have made attempts to engage with HMP Berwyn. A new prison governor has been appointed in 2019 and we hope that as Safeguarding Board we will be able to ensure better engagement with the prison service.

NORTH WALES SAFEGUARDING ADULTS BOARD																
MEETING DATES	28/11/2018															
	20/09/2018															
	19/07/2018															
	24/05/2018															
	22/03/2018															
	18/01/2018															
	KEY	Attended														
AGENCY		IOA Council	CFW (3 rd Sector)	BCUHB	CCBC	CRC	DCC	FCC	HMP Berwyn	GC	NW Police	NW F & R Service	PH Wales	NWP Service	WAST	WCBC

Likewise attendance at the Children's Board has been good and again the Chair is keen that we have a consistent membership.

MEETING DATES	16/11/2018																
	21/09/2018																
	20/07/2018																
	10/05/2018																
	16/03/2018																
	19/01/2018																
	AGENCY		IOA Council	3 rd Sector	BCUH B	CCBC	CRC	DCC	FCC	GC	NW Police	PH Wales	NWP Service	WAST	WCBC	YJS	NISB
KEY		Attended		Other than Member			Did not attend										

In addition the Business Unit has tracked attendance at the respective sub groups for 2018/19. We have seen improvements in attendance across all the sub groups.

Partner Agency Reports

On an annual basis, each board member must produce an annual report to the Board.

The report demonstrates the following:

- Engagement with the Board
- Work undertaken to support the Board priorities
- Good Practice Case examples

Some of the key messages from partner agencies annual reports follow:

Betsi Cadwaladr University Health Board

BCUHB have made a full and active contribution to the Board, over the last twelve months. In particular it must be noted the work of the Assistant Director with lead



responsibility for Safeguarding who in her role as Vice Chair of the Adults Board has provided invaluable support to the Business Unit.

BCUHB representative is also now Chair of one of the Children's Local Delivery Groups. BCUHB continue to be represented on all of the sub groups.

BCUHB presents local safeguarding performance data to all Local Delivery Group meetings which enables and supports the monitoring of safeguarding practice, and the identification of themes and trends.

It must be acknowledged that BCUHB are continuing to respond to the HASCAS report following the investigation into safeguarding practice at a Mental Health Ward and an example of this is in relation to the Corporate Safeguarding and the MHL D division, in partnership with CANIAD, have developed a Sexual Safety Task and Finish Group to develop best practice and ensure that this is considered for both patients who are admitted onto Mental Health Wards.

Corporate Safeguarding have fully engaged with the development of the All Wales National Protection Procedures which are due for publication in November 2019

BCUHB has produced a 'County Lines' Exploitation training package to raise awareness across the organisation in relation to this issue. North Wales Police (NWP) have also been providing County Lines training across the health board in key areas. BCUHB have fully engaged in the NWP led County Lines needs assessment to review current training needs across organisations in North Wales.

BCUHB have embedded learning from Child Practice Reviews E.g. Pre Birth Assessments.

Good Practice – Multi-Agency Training Event, Central

Close collaboration between multi-agency partners means that patient experience is improved. To support this, a multi-agency training event was held in October 2018, which was organised and facilitated by Corporate Safeguarding Team. Agencies involved included, North Wales Police, Local Authorities, WAST, NSPCC, Barnardo's, and CAMHS.

104 attendees were present on the training day at Ysbyty Glan Clwyd lecture theatre, with a further 48 candidates that video conferenced in from community hospitals across North Wales. The target audience included sexual health service, school nursing, midwifery, health visitors, CAMHS, paediatric services, MHL D, GPs and paediatricians.

It was an excellent day with sessions on Looked After Children, County Lines, Exploitation, Modern Slavery, VAWDASV, and the Social Services and Well Being Act (Wales).

Evaluations were excellent and the sessions were very interactive, and included a mix of learning styles. It is intended to repeat these useful sessions annually.



HEDDLU GOGLEDD CYMRU
Gogledd Cymru diogelach
NORTH WALES POLICE
A safer North Wales

North Wales Police

North Wales Police have played an active role in supporting the Board's work. Attendance at the two main Boards has been excellent. We value the input of North Wales Police in particular chairing one of the current Child Practice Reviews that is underway.

In relation to the Regional Priorities, Criminal Exploitation will fall under the remit of a new team through the amalgamation of Modern Day Slavery and Onyx (CSE) teams. This will widen the remit of the MDS teams to include adults vulnerable to exploitation through abuse such as cuckooing and so called honour based matters.

Herbert Protocol - The protocol continues to grow and has been rolled out to care homes across North Wales as well as being available to families across the area. It has received local and national media attention and will be promoted as part of dementia awareness week later in May 2019 to raise its profile further and also allow feedback through the force's social media channels.

Good Practice Case Study:

A vulnerable adult with Down Syndrome was taken to a shop with 3 carers, a member of the public (a carer himself) called the police to report he thought that the male had been assaulted and treated badly by the carers in the shop. By the time police attended the adult and carers had left but the shop made the CCTV available. LPS and social services distributed the CCTV to try and identify the adult. He was identified in less than 24 hours and the carers were suspended and a police investigation commenced. After a lot of enquiries it was not as initially thought and no further action was taken but there were safeguarding meetings and everything was addressed.

The same day as the shop incident the hospital put in a safeguarding referral as he attended there with one of the same carers, again this was dealt with swiftly and the carers suspended.

A few weeks later CCTV from inside the home showed that the vulnerable adult was being physically assaulted by other care staff, again police were called and the adult was safeguarded. The suspects have all been sacked from the home.

This was clearly a "culture" that the team looking after the vulnerable male had developed and with the help of the public, the management at the home, police, Health and social services the male has been safeguarded and the criminal investigation continues.

Isle of Anglesey Council



Isle of Anglesey Council have played a full and active role in the Board's work with excellent attendance at all the Board's meetings including the sub groups.

Significant work has taken place within the Council around the Corporate Safeguarding agenda.

A good example of this is the development of the Safeguarding Advice for School Bus Drivers –the Council has drawn up good practice guidelines for school bus drivers following learning from a number of Professional Abuse Strategy Meetings. These provide bus drivers and young people with a set of guidelines on the standard of conduct expected. At each Local Delivery Group meeting, the meetings considers practice themes from Professional Abuse Strategy Meetings.

During 'World Social Work Day' the Isle of Anglesey Social Services celebrated by inviting Hibo Wardere, a Somali-born campaigner against female genital mutilation to talk to us about her experience of FGM as a victim and she provided an informative and aspirational talk to the staff.

Joint working with colleagues from BCUHB regarding referral rates from the local hospital has proven beneficial with quarterly reporting now in place to develop a shared understanding and quality improvements for citizens.

Good Practice case Study:

P. was assessed as requiring 24 hour care following a period of rapid physical and cognitive decline. P. indicated to Advocacy, a desire to return home and an application to the Court of Protection was made for determination.

Prior to the hearing there was excellent multi-agency work between P, family, Social Worker, OT, CPN and Psychiatrist looking at a range of options to return P home. These included; familial support, assistive technology, home care, day care etc. P. was also given the opportunity to return home for a visit supported by advocacy and family to try and establish P.s views. During the visit, P. was disorientated to the environment and became distressed.

The judge ruled that P's best interests were to remain in the care home. The Social Worker and family now report that P. appears happy in the home and has formed positive relationships with certain staff and residents.

Whilst arguably, the best outcome for P. would been to return home, the home visit confirmed both to P. and the professionals involved that this was no longer viable. However, P. was afforded the right to have her wishes heard by the Court and a truly independent judgment reached to ensure her human rights were up-held.



Conwy County Borough Council

Conwy County Borough Council have made a full and active contribution to the Board, over the last twelve months. Representation at all Board meetings and excellent engagement at the Local Delivery Group.

Conwy Children Social Care was successful in winning a National Social Care Accolade in September 2018. Social care continue to offer young people the 'Armour Group Programme', but also this is now often in conjunction with working alongside parents/carers. Internal and multi-agency colleagues held a refresher day for those young people who had previously undertook the 'Armour' programme in Conwy, this enabled the young people to gain a qualification from this programme.

SERAF to Adult Safeguarding - This has been introduced to have a formal transition process from SERAF [young people] to adult safeguarding when a young person who is assessed as being at risk of exploitation turns 18. The recommendation is for the young persons allocated Social Worker and Personal Advisor to undertake a review of the risks when the young person turns 18. As part of that review, a recommendation would be for the allocating Social Worker and Personal advisor to complete the exploitation risk management tool with or on behalf of the young person and depending on the outcome, they would then be expected to refer to the SERAF transfer process.

Self-Neglect Peer Group - The support group continues to be held every month which social care practitioners utilise to discuss cases with good uptake from external providers. The group continues to develop and a new agenda and case summary template has been developed. Each service will present 2 cases from the risk register which will be identified by the chair a month prior, this will provide a more robust approach to monitor progress.

Good Practice Case Study:

Mum with 4 children; one with learning disability, resides with her partner who is father of the youngest 2 children there is a history of Domestic Violence. Previous care and support plan to support both Mum to meet the need of all 4 children including home conditions and routines. Significant incident occurred in which dad gets arrested for GBH due to being violent when intoxicated

Child Protection process followed due to significance of incident against mum's property/belongings in front of children. Mum was not able to prioritise her children's needs and it became apparent that there were some developmental delay in the younger 2 due to lack of stimulation. Concerns in relation to the eldest child due to lack of supervision and risk of CSE – all 4 children were registered.

Mum engaged with FIT and the safety plan. Dad moved away to England, which left mum alone to parent all her 4 children. Intervention from FIT and CALDS was available.

One of the children then discloses that his stepdad is back and had grabbed him by the throat; he is arrested again and leaves area again - he subsequently was arrested for jumping bail. Mum starts to deteriorate, despite intervention and requires the support of her ex-partner / father of the 2 older children who start to stay with him at weekends, with support from his family. Mum moves at the end of the summer holidays to return to her home town in England.

Ongoing CP work from Conwy pending an out of area CP review conference / referral for support decision due to Mum being deemed intentionally homeless by virtue of leaving her welsh tenancy – long arm support from homeless charity is coordinated and Mum engages with her local Women's Aid service.

Children deregistered as the risks had been reduced and managed, they are now all in full time school attendance, family have housing and mum has network of support from her sister and old friends. Referral to new local authority area in England accepted as the family continue to reside in mum's original locality.

Denbighshire County Council



Denbighshire County Council have been supportive of the Board work packages and have excellent representation at all the Board's meetings and in particular have provided support to the Board in providing reviewers and Chairs for the Adult and Child Practice reviews currently underway in North Wales.

Significant work has taken place in the authority around the Adult Safeguarding Agenda. Following the learning from the HASCAS review into a Mental Health Ward at the local hospital in the Denbighshire Area, the development of a pilot project between the authority and BCU is underway. The pilot is focused on the safeguarding reports / incidents relating to the Ablett Unit, looking at ways to improve quality and oversight of the safeguarding reports/ incidents. Improving Adult Safeguarding Practice has been a key area for the Adults Board.

A Safeguarding Forum has been developed across Education & Children's Services. The Forum meets every school term and provides an arena for Safeguarding Leads from School across Denbighshire to meet with Children's Social Care Managers to share and discuss common safeguarding themes and challenges.

Good Practice Case Study:

A is a 22 year old man with a learning disability, living at home with his parents. The concerns were initially raised by the existing social worker due to repeated failure of the family to engage with health or social services staff. There were also concerns raised by a family friend and environmental health.

The family friend contacted social services to raise concerns relating to the mother's mental health and threats to self-harm both her and her son. Information from environmental health raised further issues linked to reports from neighbours relating to shouting/noise levels in late evening and during the night. We were also informed that the family had stopped prescribed medication and were instead giving the citizen cannabis oil, which at the time could not be legally prescribed.

The MDT had started to explore the grounds for an Adult Protection and Support Order (APSO). Our view was that the family had initially engaged with an occupational therapist and consented to an assessment of their care and support needs. These concerns related to the welfare of the citizen, his capacity around his medication, the risk regarding epilepsy and possible death, along with the general welfare of the family.

Action Taken

A strategy meeting was held and legal advice sought.

Referral for an advocate for A

The advocate provided information regarding the legal framework for the family to support decisions regarding health (initially, subsequent care and support and residency) on behalf of the citizen (deemed to lack capacity). Advocate and social worker continue to develop a working relationship with the family and A

The risks have reduced, A appears well and family are trying their best to find any medication that helps his epilepsy. Family are applying for deputyship, while the Deprivation in Domiciliary Setting (DIDS) process is being implemented.

There are ongoing assessments regarding the risks associated with A's health needs .i.e. epilepsy, the citizen has been offered epilepsy appointments in YGC and involvement with occupational therapy.

The difference/impact to the citizen and or the service

Ongoing involvement with professionals/agencies to support A with regards to the ongoing difficulties due to the affects that his epilepsy causes him in day to day life .i.e. sleeps during the day and awake at night due his seizures.

Family are still reluctant to let professionals visit, preferring telephone contact. However, there is an improvement due to the developing working relationship between social worker, A and family, resulting in more face to face contact in supporting A and future planning with family involvement



Flintshire County Council have made a full and active contribution to the NWSB have appropriate and consistent membership and engagement on all the regional sub groups.

Flintshire has undertaken joint working project with Wrexham County Borough Council around the monitoring of adult safeguarding

performance and the work of the PQAA (Performance Quality and Audit) sub-group of the Flintshire and Wrexham Adult Safeguarding Delivery Group. Have also reviewed the statistical reports which highlight safeguarding data for both Flintshire and Wrexham, to make the data more meaningful.

Flintshire have also undertaken significant development in safeguarding referral pathways from Single Point of Access (SPOA) adults to Safeguarding Unit which has enabled robust and consistent action to be taken to protect and safeguard individuals.

The role of advocates is integral to a number of areas of work within safeguarding. Advocacy Services are used as Relevant Person's Representatives (RPRs) when undertaking DOLS assessments.

Safeguarding is a corporate priority set out in the Local Authority's annual Council Plan "All Council portfolios to understand and act on their responsibilities to address safeguarding". Throughout the year the Senior Manager and Safeguarding Unit Manager have been attending council committees to raise awareness of the role of members in Safeguarding.

As part of improvements to processes within safeguarding Flintshire have undertaken a piece of work between the Safeguarding Unit and our Single Point of Access to improve the quality of the Safeguarding referrals coming through from the front door and ensuring all key information is available.

The number of Adult Safeguarding referrals continues to increase putting pressure on the team to screen initial referrals and undertake our duty to enquire. The lack on National Guidance continues to hindering progress and we look forward to receipt of the guidance in November 2019.

In Flintshire, CSE forms part of a broader strategic and operational approach to safeguarding in relation Exploitation. Exploitation takes many forms including Child Sexual Exploitation, Criminal Exploitation, Modern Day Slavery and County Lines. Over the last 12 months we have refined our approach to the MET agenda (Missing, Exploitation and Trafficking).

We have established a Flintshire operational MET Panel as well as a quarterly strategic MET Panel. Both Panels have partner agency representation. The strategic MET is a joint meeting with Wrexham with the operational MET having a specific Flintshire focus. This approach supports a strategic and operational focus in building accurate intelligence about local trends and networks with a focus on victim, offender and location (including internet safety as well as places).

We were closely with Action for Children and commission them to provide direct work young people. In addition our Youth Justice service have a formal service Level Agreement with Action for Children to further assessment, intervention and planning when responding to young people who display sexually harmful behaviour.

This partnership has served to provide AIM training for Youth Justice and Action for Children practitioners whilst enabled a joint assessment and intervention response to young people who display sexually harmful behaviour

Advocacy reported a good practice example case of a gentleman who had been on the Older People Unit in hospital for a long time. The gentleman had very little or unsuitable clothes, and he had no toiletries or money.

Hospital tried to correct this issue with the family, after several requests, was still without and only after safeguarding referral things improved. Family were contacted and brought clothes etc.

MH Services raised safeguarding referral as dignity and care was not being upheld. Gentleman was discharged from hospital to residential placement. Family now ensure gentleman has enough money for clothes, toiletries etc. Gentleman was entitled to RPR (Relatives Patient Representative) under DOLS.

Cyngor Gwynedd

Gwynedd and Môn have worked in conjunction to jointly audit a random selection of safeguarding cases. The Safeguarding Boards joint audit tool was used to establish how we perform in relation to the timescale for the enquiry stage and if there is a clear rationale for decision making.



Gwynedd have contributed widely to the work of the CPR group having chaired six panels and contributed reviewers to three reviews. A member of the APR Group from Gwynedd is currently undertaking the role of a reviewer for an Adult Practice Review.

In addition, the Head of Service represents Children's Services on the National Child Protection Procedures Review Board and Senior Managers have attended and contributed to all of the additional regional group meetings arranged in order to provide feedback on the new National Procedures.

Following the MAPF on a Care Home closure, commissioned by the North Wales Adults Safeguarding Board, the Senior Manager for Adult Safeguarding and Quality Assurance created an action plan for the Department in order to address issues raised within the report. The action plan has been shared with both CIW and Health colleagues and it is hoped that the learning from the MAPF will improve joint working arrangements.

This year Gwynedd has continued to increase the number of Social Workers and Edge of Care Workers that have received AIMS training for under and over 12's both in assessments and in interventions, restorative justice, sibling assessments and technology assisted HSB. Gwynedd now has a significant percentage of its workforce skilled in order to manage the increasing demands of HSB.

The Adult Safeguarding Unit is committed to joint working and weekly meetings have been arranged with health colleagues to ensure consistency and avoid any duplication. There is a commitment to working closely with providers to ensure that they are given adequate and timely support if needed. Safeguarding is discussed

within the Department's Management Team's monthly meeting so that we can identify potential areas that can strengthen the adults safeguarding arrangements within the County.

Good Practice Case Study:

The case relates to a mother in her twenties. She had five children in all. Two lived with their father and three lived with her, and were not open to Social Care.

She entered into a new relationship and her new partner injured one of the children. As a result S47 investigations followed and the mother disclosed that she was pregnant with her new partner's baby.

Due to the seriousness of the assault, the partner spent time in prison and direct work was undertaken with the mother to help her understand the risk to the children. Initially, this was challenging and as a result of what could be described as 'disguised compliance', the LA applied for Interim Care Orders and Pre-birth risk assessment were completed and the unborn child was included on the Register. Risk assessment, therapeutic services and direct work with the father on his release from prison were undertaken. The Edge of Care Team workers spent time with the mother following the birth of her child and she also attended the Freedom Programme. They were granted. The children remained at home with mother under a Placement with Parents arrangement.

Care Orders were granted and the children remained at home with the mother. All services continued to the family focusing on risk, parenting and mother's ability to protect the children. Direct work was undertaken with the children at home with mother focusing on their wishes and feelings. Multi-agency joint working especially with health colleagues in this case was good and there was a clear understanding of the outcomes that all were working towards in relation to the children.

Although challenging at times, the outcomes for the children have been good and the children remain in their mother's care. By now, there is a Care and Support plan in place as the Care Orders have been discharged. Mother has separated from her partner and is in a new supportive relationship. She continues to receive services and is stating that the time that was spent and invested with her undertaking one to one work by the social worker and key worker from the edge of care team was the key to achieving the best outcomes for her children.



Wrexham County Borough Council

Wrexham County Borough Council have made a full and active contribution to the NWSB have appropriate and consistent membership and engagement on all the regional sub groups.

Monthly exploitation Panels are now well embedded into the culture of WCBC so much so that after consultation nationally we have followed the Gwent and Hampshire models and further developed the panels into MET (Missing, Exploited and Trafficked) panels

Wrexham and Flintshire have also developed a quarterly “Strategic” MET Meeting. These meetings take a strategic approach to the wider agenda of exploitation by trying to identify patterns and trends in and across the locality. They have been instrumental in identifying some local trends and focussing targeted interventions in certain areas in Wrexham.

With regard to missing from home interviews, WCBC has a designated officer who undertakes these interviews with all children reported as having had a missing episode

Wrexham County Borough Council Adult Social Care is well represented at an appropriate level on the Board as well as the subgroups and are active members of these groups.

Wrexham has embedded a What Matters template in the Enquiries, Evaluation & Determination Form used to record the making of and outcomes of inquiries. The What Matters ensures that the voice of the individual has been captured with all safeguarding enquiries as well as the outcomes that they are seeking from the process.

The development of a specialist adult safeguarding team in January 2018 has enabled Adult Safeguarding to develop specialist practice knowledge. All team members participate in monthly workshops, action learning sets and escalation meetings with the Head of service and the Practice development manager. The aims of these workshops are for continuous improvement within the service, they also allow the opportunity for the team to discuss and explore practices which contribute to effective delivery of services and achieving better outcomes for individuals.

Good Practice Case Study:

The MET meetings have previously highlighted concerns in relation to a town centre fast food outlet with young people gathering late at night sometimes drinking and other activities of concern. Once the pattern had been identified via the MET panel meetings we were able to target work via the PCSO's locally as well as providing training for staff to be alert to grooming behaviours

Gwasanaeth Prawf
Cenedlaethol
National Probation
Service



The National Probation Service (NPS)

The National Probation Service view Board attendance as a strategic priority and this is reflected in the level and frequency of attendance at the North Wales Boards as well as the sub regional groups.

The NPS has also prioritised attendance and participation at the Domestic Abuse and Sexual Violence Forum which represent priorities for the Board.

HMPPS and North Wales Probation are working closely with partner agencies and Welsh government to focus on the following identified groups.

- Women's' Pathfinder - Designing and implementing a women-specific, integrated, multi-agency approach to managing women who come into contact with the criminal justice system in Wales.
- STOMP (Supporting Transition of Military Personnel) - Improve co-ordination of services for ex armed service personnel across HMPPS in Wales and the wider CJS via the STOMP project, including hosting a series of Community Days across the prison estate.
- We have developed a multi-agency delivery within the west and eastern areas of North Wales implementing an Integrated Offender Management approach to managing offenders who pose the highest risk, threat and harm across the whole of HMPPS in Wales, to protect vulnerable individuals within the community.
- Domestic Abuse Priority Perpetrators (DAPP): Designing and implementing an effective multi agency response to the risks posed by priority domestic abuse perpetrators.
- Support the Adverse Childhood Experiences (ACEs) agenda and embedding training for all staff to support the development of a multi-agency ACE informed approach for early intervention and root cause prevention.
- NPS North Wales are committed to disrupting those individuals who are identified as being within an Organised Crime Group, which includes CSE and TACT offender, through working closely with North Wales Police and HMP Berwyn.

In November 2018, NPS Wales was inspected by HMIP and their report has recently been published. NPS Wales have been given an overall rating of 'Good'. The "good" rating has been determined by HMIP inspecting three areas of work:

Key issues identified for the organisation include:

Offender Management in Custody - During 2019 Wales has implemented the OMIC model which sees a change in the management of those offenders who receive a custodial sentence. The responsibility of managing the offenders during the time in custody will be within the offender management unit in custody.

Future of Probation Service in Wales - In Wales, we are progressing with the proposals as set out in last summer's consultation to bring Offender Management into the National Probation Service. and developing options for how we want Accredited Programmes, Community Payback, Rehabilitation and Resettlement services to be delivered in the future and competed for by private and voluntary sector organisations.

Good Practice Case Study:

A female has a 5 year history of working with Probation and comes from a background of a traumatic upbringing, poor education, and domestic violence in the household, substance misuse (predominantly alcohol) and has been diagnosed with a mild learning disability.

Reducing her risk has been difficult as a single agency and she continued to re-offend whilst also presenting as vulnerable.

Her risk escalates when she is lonely, homeless, bored, intoxicated and when in unsuitable relationships, in which she can become both victim and perpetrator.

Throughout the last 5 years, much work has been completed to support her but in the last 12 months, more significant work has been completed jointly with Housing, the Vulnerable Adults Team, North Wales Police, Health and Learning Disabilities Services to provide a more holistic approach to meeting her individual needs and reducing risk.

She is now linked with Rhyl Women's Centre, social worker, Learning disability nurse and housing officer to support her becoming independent and having her own home in the future. This has been achieved through effective joint working, and monthly meetings continue ensuring safeguarding measures to herself and others are in place.

She has completed her period on probation for the first time in five years and has not committed further offences during this time.

The Community Rehabilitation Company (CRC)

The CRC in Wales have undergone a number of changes during the year. In February Working Links LTD, and Wales CRC entered into Administration. The CRC was taken into KSS (Kent Surrey and Sussex) CRC through a contract variation. KSS CRC are owned by SEETEC. We are now called the Wales Probation Service Part of KSS CRC



The LDU Head for North Wales has continued to attend the North Wales Adult Safeguarding Board and has continued as Vice Chair of the regional Childrens board and attend as many meetings as she is able and has also chaired a number of appeal meetings during the last year, also the LDU Head chaired the Tawel Fan Task and Finish Group and represents the Board at the stakeholder group for the health board for Tawel Fan.

Domestic Abuse is a top priority within the CRC in Wales. We deliver the Respectful Relationship Accredited Programme to those men who have been convicted of Domestic abuse offences at court.

We also deliver the Respectful Relationship Rehabilitation Activity to those men who do not meet the criteria the Accredited Programme and launched a new Practice Direction for Domestic Abuse. Alongside this was an online training package which require a pass mark of 80%. CRC attend and actively contribute to the MARAC process.

CRC have not undertaken any specific work streams to meet the Board Priorities however they are embedded in our work. We have launched a new Adult Safeguarding on line training course during the year. Staff were required to obtain a pass mark of 80%.

We launched a new Safeguarding Policy across Wales in the autumn of 2018. We linked this to a launch of the training during safeguarding week. We arranged for teams to spend time discussing issues raised within their teams linked to safeguarding during the week.

This has been a challenging year for staff working within the CRC, due a number of changes with the organisation. Staff have done an amazing job in keeping focus on their work, while workloads have been high.

Good Practice Case Study:

A CRC case was recently bailed with a TAG to reside at his mother's property. The individuals mother contact the Probation staff member very concerned as she was frightened of her son and did not want him at the property, however she was too scared to inform him.

In discussions with his mother we found out that the property was a one bedroom flat with warden support, in a complex for over 50's. It was also felt that the mother was vulnerable from her son if he were to reside at the property.

The Probation Service Officer was able to contact Flintshire Housing who confirmed that this was not a suitable bail address. The staff member liaised with the NPS and CPS and had the case returned to court to have the bail address reviewed. They were able to use the information provided by Flintshire Housing to evidence that the property was unsuitable rather than the mothers concerns. This ensured that the service users was not aware of his mother's concerns and protected her.

Non Statutory Board Partners

It must also be highlighted the contribution of Non Statutory Board partners during the period 18/19.

Welsh Ambulance Service Trust: The Welsh Ambulance Services NHS Trust (WAST) achieves the Safeguarding objectives of each Regional Safeguarding Board by effectively working together to ensure good outcomes for people who have contact with our service within the Board Region.

Our activity during 2018-19 to prevent, protect and support individuals and their families within the North Wales Safeguarding Board region has included the following:

WAST Child at Risk Referrals to Local Authority	227
WAST Adult at Risk Referrals to Local Authority	79
WAST Adult Social Care Need Referrals to Local Authority	370

WAST 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 in 1 Adult Practice Review, 1 Child Practice Review and 3 Domestic Homicide Reviews.

Learning from the Reviews is coordinated by WAST Safeguarding Strategic Group to ensure dissemination throughout the organisation. WAST staff have attended the Learning Events held which has ensured the voice of our practitioners has directly contributed to the Review, that practitioners can hear the perspectives of the family and that with other Multi agency attendees they are able to reflect on what happened and identify learning for future practice. All Learning is incorporated into WAST Safeguarding training, policies and procedures as appropriate.



Care Forum Wales has been supporting the Board's work packages around Adult at Risk.

The North Wales Fire and Rescue Service have engaged with the work packages around Adult at Risk and the Herbert Protocol.



In relation to the work packages around Exploitation and Harmful Sexual Behaviour, the work of both **NSPCC** and **Barnardos** has been invaluable in improving practice across the region.

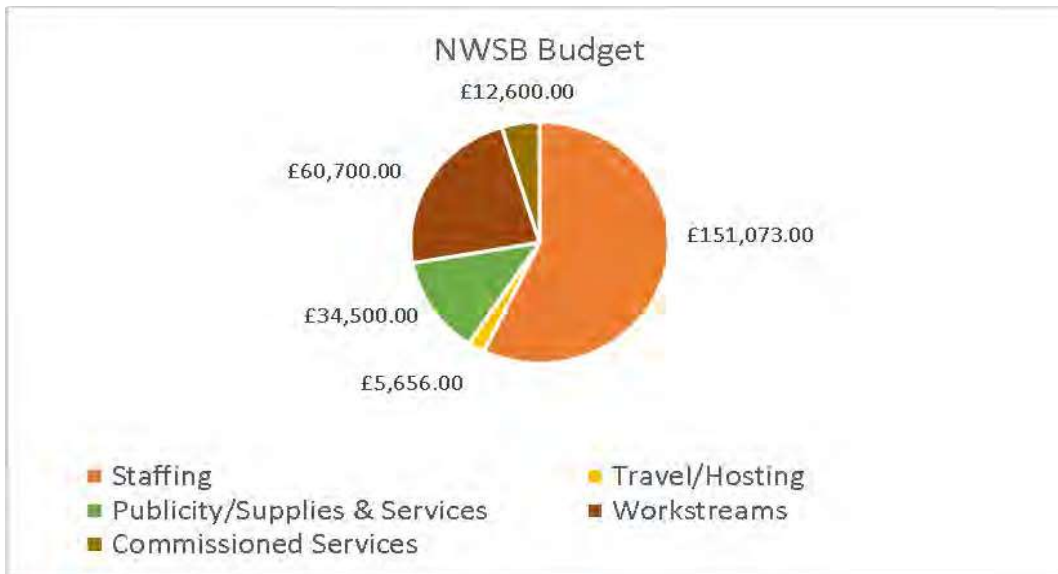


Public Health Wales (PHW) have made a full and active contribution to the NWSB. The National Safeguarding Team Representative has provided support to the Board

on a number of levels including undertaking APR's. They continue to promote awareness of ACEs (Adverse Childhood Experiences) and around national developments in respect of exploitation.

8.0 An assessment of how the Safeguarding Boards used its resources in exercising its functions or achieving its outcomes:

The North Wales Safeguarding Board uses the national funding formula to assess and identify annual financial contributions from statutory partner agencies. The graph illustrates how the board has made use of its financial resources within the context of income, expenditure and partner contributions in the preceding financial year.



9.0 Any underlying themes in the way the Safeguarding Boards exercised its functions as shown by an analysis of cases it has dealt with, and any changes it has put into practice as a result:



Tawel Fan

A significant amount of work has been undertaken by the NWSAB in response to the safeguarding issues highlighted at the Tawel Fan in patients ward at Glan Clwyd Hospital.

Although the NWSAB was not established at the time of the concerns being identified in 2010-13, the Chair of the Adults Board attended the Welsh Government's Safeguarding Oversight Panel.

In addition, members of the Safeguarding Board attended the panel, to provide further information around Adult Safeguarding Practice in North Wales.

The Safeguarding Board also provided scrutiny and support to the Multi-Agency review into potential safeguarding cases at the ward.

In response to the HASCAS report, the NWSAB established a Task and Finish Group of multi-agency practitioners to respond to the recommendations within the report around wider safeguarding concerns.

It is important to remember that the HASCAS report focused on safeguarding practice in 2010 -2013 and so the Task and Finish Group considered the recommendations identified against current practice in North Wales.

Key practice areas identified included:

- Promote awareness on sexual safety on wards.
- Inconsistent approach to safeguarding referrals on patient on patient abuse.
- A consistent approach to the management of adult at risk concerns.
- Improved connectivity between multi-agency partners.

In response to the recommendations, the following actions were undertaken:

- Sexual Safety conference held for multi-agency staff, looking at key national safeguarding guidance, looking at good practice from a neighbouring Police Authority in England and a number of practice/ case study examples shared with the practitioners in attendance. In addition, the NWSAB is supporting the development of the BCUHB Sexual Safety Policy.
- In response to the concerns around the practice area of response to Patient on Patient abuse, the NWSAB undertook an audit of cases in North Wales. Good practice was identified in a number of cases but it was agreed that NWSAB would issue further practice guidance around this practice. The Policy and Procedures Group are currently working on this guidance.
- In relation to the management of Adult Risk Concerns, the NWSAB issued further guidance to multi-agency staff including “Top Ten Practice Tips to completing a Safeguarding Report”.
- Improved connectivity between Multi-agency Partners: The NWSAB has focused on the development of the Enquiries stage of the Adult at Risk process. This action was an identified work package arising from a recommendation within the HASCASS report and the Tawelfan Task and Finish Group. BCUHB are currently leading on developing the pilot within Corporate Safeguarding, Mental Health and Learning Disability Division within their organisation, where identified staff within the service will be expected to undertake “enquiries” when requested by the Local Authority. The NWSAB and BCUHB are jointly delivering this activity to multi-agency practitioners, including third and independent sector organisations with the support of the Boards Business Unit. The Board has also developed a Regional Enquiries Template and have a number of workshops planned for 2019/20 around undertaking enquiries’

The Welsh Government believed that there have been additional challenges to the Board as a result of the increased level of scrutiny experienced by Betsi Cadwaladr University Health Board due to the public, professional and political concern arising from the published reports commissioned in connection with patient experience at Tawel Fan

The Independent Facilitators attended a number of Board's meetings and sub group meetings and reviewed Board documentation over a four month period. In addition a number of one to one interviews took place with Board members.

The facilitators from their observations highlighted the following:

- Well-attended Board meetings with appropriate reports, recorded actions, approved minutes, engaged participation with respect and challenge.
- Final meeting of the Tawel Fan Task and Finish group, which had fulfilled its brief.
- The APR Working Group, with evidence of appropriate escalation to the main Board.
- A well-attended half-day multi-agency event (held jointly with NWSCB) in Safeguarding Week with positively received and meaningful presentations, which reflected current and relevant safeguarding matters.
- Adult at Risk Workshop. This event provided participants with updates on relevant legislation through external presentations, which were generally well received. It also gave participants an opportunity to consider a new enquiries form currently being piloted in Wrexham although the format of the workshop exercise was challenging and somewhat confusing for some attendees. Feedback on this half-day event clearly indicated an appreciation of the input provided on the role of Advocacy and requests for further training on the Enquiry Stage in the referral system.

The concluding recommendation from the report:

'We have experienced a Safeguarding Adults Board which has made good progress through 2018 in addressing partnership relationships that had been adversely affected by the concerns arising from the published reports in connection with the patient experience at Tawel Fan.

This progress has been achieved through the willingness of Board members to learn and work together with the clear common purpose of improving adult safeguarding arrangements in North Wales. Improved consistent membership across all partners has undoubtedly assisted the Board to reach this position, together with positive and appropriate Chair and Vice Chair arrangements, supported by a well-respected and effective Business Unit.

We are satisfied that the Board has, within its own resources, the ability to continue to meet its purpose and deliver on its objectives.'

PRUDiC and Child Protection Conference Appeals

Since 2018, the NWSCB has responsibility to quality assure the PRUDiC process. We have developed a quality assurance toolkit which is completed after each PRUDiC. In addition, we have a standing agenda item at each Child Practice Review meeting to consider any key themes from the PRUDiC process.

During the period 18-19, we held two Child Protection Appeals meetings. Neither conference appeal was upheld.

Adult at Risk Audits

Regular themed audits are undertaken by the local delivery groups. In the past 12 months the following audits have been undertaken:

- Quality of Safeguarding Reports including the enquiries stage.
- Quality of Strategy Meetings

The Key Findings included:

- Improvement seen in the Quality of Safeguarding Reports in comparison to the 2017/18 audit.
- Improvements need to be seen in ensuring the Adult at Risk has access to advocacy services.

In response to the audit findings, the NWSAB held a workshop which included Advocacy providers to highlight the legal requirements around ensuring the individual has / is offered access to Advocacy.

Multi-Agency Professional Forum Review

In 2018, the NWSAB commissioned an Independent Reviewer to undertake a review into a Care Home Closure. The purpose of the review was to consider the effectiveness of the Multi-Agency Joint Working.

The desktop review reviewed the key documentation such as the POVA documents and the escalating concerns process.

The review identified areas for improvements in the following practice areas:

- Robustness of the risk assessment process
- Improve the interface between the Adult Safeguarding Process and the Escalating Concerns process.

In response to the key themes identified, an action plan was developed and overseen by the local delivery group. The escalating concerns regional policy has been updated and a commitment to hold more multi-agency learning workshops to develop a shared understanding of the adult at risk process.

Adult/Child Practice Reviews

During the period 2018/19, the NWSB published only one Adult Practice Review. Although at the current time, we have three Child Practice Reviews and two Adults practice reviews underway.

The Adult Practice Review published identified practice issues around working with challenging families and around oversight of Direct Payments.

In response to the issues identified, the following actions were undertaken:

- Multi-Agency guidance on working with challenging Families/ Carers developed
- Developing joint multi-agency training on conflict management techniques for front line staff.
- 7 minute briefing developed around Direct Payments and Safeguarding and available on the Board's website

The Child Practice Review group have focused on ensuring all action plans from Reviews had been completed and presented back at Board for sign off.

In addition, we have had two MAPF reviews undertaken during this period and presented at the Board. The key issues that were identified within the reviews were around compliance with the Pre Birth Assessment process and inter agency working at the case conference.

In response to the report findings, the NWSCB undertook audits in respect of the Pre-birth assessment process and around the quality of GP reports to conference. We continue to monitor these two practice areas.

The NWSCB via the Heads of Service for the respective local authorities highlighted to the Local Family Justice Board, some concerns around Court directed placements which are made at short notice within court proceedings.

This places pressure on local authorities in particular to identify placements or re-assess family arrangements and ensure the necessary safeguards are in place.

This was in response to one of the practice areas identified within a MAPF, where the Local Authority was directed to find a Mother and Baby Placement within 24 hours.

Lawn Tennis Association Review

LTA Board commissioned an Independent Review led by Christopher Quinlan QC and administered by Sport Resolutions (UK). The review was in response to the criminal conviction of a tennis coach who had committed sexual offences against a young tennis player at a tennis centre in North Wales.

The review report was presented to the board by the LTA safeguarding unit. In response to the review, the NWSCB sought reassurance that the LTA understood the differences in safeguarding legislation in Wales. That safeguarding training delivered to the LTA safeguarding unit who were based in England did cover Welsh Legislation.

As a Safeguarding Board, we also received a presentation from the NSPCC Safeguarding in Sport Unit and also from the Ann Kraft Safeguarding in Adults officer.

10.0 The number of adult protection and support orders which were applied for in the Safeguarding Board area:

Within the region, one adult protection and support order was applied for.

The case was in respect of an individual with a diagnosed mental health disorder. Concerns were identified in respect of their wellbeing both emotionally and physically and the potential controlling influence of their partner.

The partner was preventing services from being able to provide support to the individual. Due to the interference of the partner after attempts had been made to undertake a Mental Health Assessment, a decision was made to apply for APSO so that agencies could be able to meet the individual without the partner being present.

11.0 When and how children or adults exercised an opportunity to participate in the Safeguarding Board's work:

The NWSCB Business Coordinator has been working with the Citizens Panel Coordinator/ Youth Volunteering Development Officer from the CVSC. This work included gaining an insight into what the children and young people on the citizen's panel regarding:

- What matters to them?
- What can the Board do to help?
- How can the Board raise awareness?

- Do they know anything about the board?
- What would they like to see on the Board's website?

The Children and Young People had limited awareness of the board but they felt awareness of the board is very important as well as making the Board's resources widely known and available. They felt this could be done through awareness in schools and through youth groups in order to raise awareness with young people.

They felt safeguarding was a very important topic and they want to know the key points about safeguarding and what they can do if others are in need or something happens.

The work package from this consultation has been for the Board to focus on engagement with schools in the region. The Children and young people also identified that further work was required on the website.

In response the NWSCB Business Coordinator attended participation sessions at the NSPCC with children and young people; they discussed what safeguarding meant to them and how the children and young person information page on the North Wales Safeguarding Board website could be improved.



The children and young people looked at images, design etc. they also looked at the content of the webpage and made suggestions around how the content and information could be better placed.

This is a document the children and young people designed for the webpage:

From participation with the children and young people it was ascertained the current page was too dull; they thought it would be improved greatly if it were more colourful.

In addition, we have also gone to meet with Young People who have been in receipt of services from the local authority. The Young People we met included a number of young people who had been subject to a Child Protection plan.

The key messages that as a Board we are receiving included:

- Need to ensure we have greater say / voice at Child Protection Conferences
- Conference reports are too complicated / long
- People talking about me, who know nothing about me?
- Tell me what needs to change
- Why does something that happened 10 years ago need to be brought up at a meeting about me?

In response, the Board are monitoring via Local Delivery Groups children's attendance at conference meetings. A number of Local Authorities within the region have now developed on line questionnaire/ feedback around the review process.

As a Board in 19/20, we will do more detailed research/ engagement around the experiences of children subject to a child in need of protection plan.

We will also continue to work with Children/ Young People via a newly commissioned NWSCB Child Criminal Exploitation Drama which will be available to all schools in North Wales in 19/20

In relation to Adult Safeguarding, the NWSAB Business Co-ordinator has been working with a number of community networks to support the development of a number of awareness raising materials around Adult Safeguarding.

This was in response to work that had taken place with the Citizens Panel in the Region, where the following questionnaire was sent out:

The following questions were asked:

- Would you recognise abuse?
- What should you do if you suspect abuse?
- Where would you go to find further information on safeguarding and how to report?
- Have you heard of the Safeguarding Boards and what do you think they are there to do?

Due to the limited response and respondents it is unclear around where to go to report abuse, the Board has focused on developing awareness raising materials aimed for the General Public.

12.0 Any information or learning the Safeguarding Board has disseminated, or training it has recommended or provided;

The NWSB have engaged with Social Care Wales and other Safeguarding Boards across Wales in the development of the Regional Safeguarding Board Training Framework. In addition the work that had started in North Wales around the Standards document for Safeguarding Trainers has been shared with members of the Workforce and Training Safeguarding Sub Group.

The document lists standards that any officer who is delivering either Child at Risk or Adult at Risk must adhere to.

This is an important development in North Wales, where we have seen agencies commissioning Safeguarding Training from England, where reference is made to the English Legislation without acknowledging the differences in Welsh legislation.

In particular this was an area that was identified from last year's Training Needs analysis, where it was highlighted that Commissioned Services such as Residential Care Providers were struggling to access the All Wales Basic Safeguarding Training and so using safeguarding materials from English authorities/ agencies.

To respond to this action, the Local Authorities have increased the number of Basic Safeguarding Training Courses in the Region to meet this demand.

The previous Children's Commissioner in Wales had highlighted the lack of Children's Joint investigation training taking place in Wales. With the support of NWP and BCU, the NWSCB were able to hold three multi-agency joint investigation training events.

The training covered the following areas:

Module 1 - Safeguarding and the National/ Regional Context. Learning Outcomes from Child Protection Reviews.

Module 2 - Communicating with Children - Development of skills in communicating with victims of abuse during an s47 investigation.

Module 3 - Joint Working with the Police - Steps involved in carrying out a joint investigation. Differences between SSD & Police roles in s47's

Module 4 - Joint Working with Health - Child development and the effects of abuse.

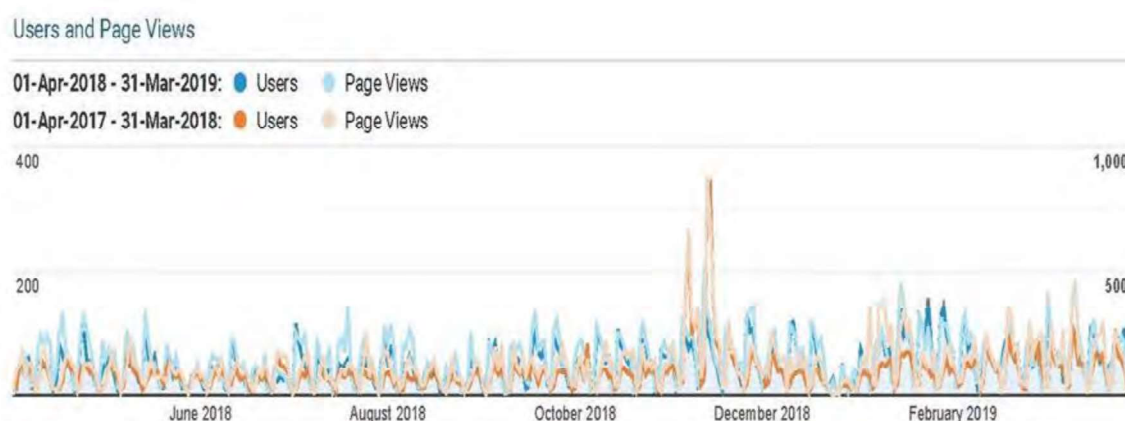
Other highlights included:

- Adult/ Child Practice training for reviewers
- Learning from Adult/ Child Practice Reviews
- Ten Stop it Now training sessions delivered across the region
- Adult at Risk Safeguarding Enquiries Training delivered
- Sexual Safety in Mental Health Wards
- Self-Neglect Regional Conference

North Wales Safeguarding Boards Website



The ongoing development of the Safeguarding Board Website has seen an increase in resources and information being made available, not only for professionals but also for the general public. The number of people who have signed up to receive weekly updates for the website has increased again in 18/19 and the number of page views on the site have increased.



The creation of a resources page on the site and in particular '7 minute briefings' power point presentations, has been particularly popular, with Boards across Wales referencing the page on their own websites. These are also being used across the region by all agencies as a valuable source of information.

There are now over 90 '7 minute briefing' PowerPoints available on the website and can be used for reference in training, information for Corporate Panels and Team meetings.

Current themes such as "Breast Ironing" are now available in a 7 minute briefing format.



13.0 How the Safeguarding Board has implemented any guidance or advice given by the Welsh Ministers or by the National Board;

In relation to the advice and guidance given by the National Board, the Practitioners Guide to Basic Legal Principles has proved an invaluable document for all multi agencies to access.

In addition the advice note given to Regional Safeguarding Boards has helped to clarify a number of practice issues such as Freedom of Information request.

It must also be noted the support of the previous National Board representative who attended the Board meetings in North Wales. During the period when the NWSAB were responding to the HASCAS report and the Welsh Government commissioned review, the National Board member was supportive to the Chair and to the Business Unit. We look forward to working with the National Board members.

We have responded to all consultation requests from the Welsh Government and currently involved with the work around the Bill around the removal of the defence of reasonable chastisement.

14.0 Other matters relevant to the work of the Safeguarding Boards:



Impact of Financial Austerity

It must be highlighted the impact on all Board Partners of the UK Government's reduction of funding to all agencies involved in safeguarding work. Agencies are having to meet an increasing demand and complexity in safeguarding work whilst seeing a reduction in resources. The impact on Safeguarding Boards has been seen in the reduced capacity of Board members to release staff to undertake part in Board work such as providing reviewers for Child/ Adult practice reviews.

In response the NWSB have commissioned reviewing training for Adult/ Child Practice reviews and also commissioning independent reviewers to undertake this work. In the long term, this will impact on the Board's resources if we need to continue to commission reviewers.

National Safeguarding Procedures

The NWSB have contributed to the work packages around the development of the Safeguarding Procedures. The Board has been represented on the Project Board and the Joint Policy & Procedures group have responded to the consultations on the relevant sections. In 2019/20, the Board will be focusing on ensuring that all multi-agency partners have access to the relevant learning materials and training.



It is important that we take into account the number of training demands that are being placed on the workforce in the Statutory Sector in particular around the VAWDASV and the ACE's workshops.

Safeguarding in Schools

The NWSCB has made safeguarding in schools a priority area for 2019/20. This is in response to a number of practice issues that have been identified in the previous 12 months.

We have seen an increase in the number of children in North Wales who are now home educated.

Elective Home Education Numbers

Local Authority Area	Number of children home educated
Wrexham	68
Flintshire	87
Conwy	115
Denbighshire	85
Gwynedd	81
Ynys Mon	77

Significant work has taken place in Local Authority Education departments across the region to ensure safeguards are in place for Home Educated Children. We await the outcome of the Welsh Government Guidance in 2019/20 around Home Educated Children and hope it provide a robust legal framework to support agencies working with children who are home educated.

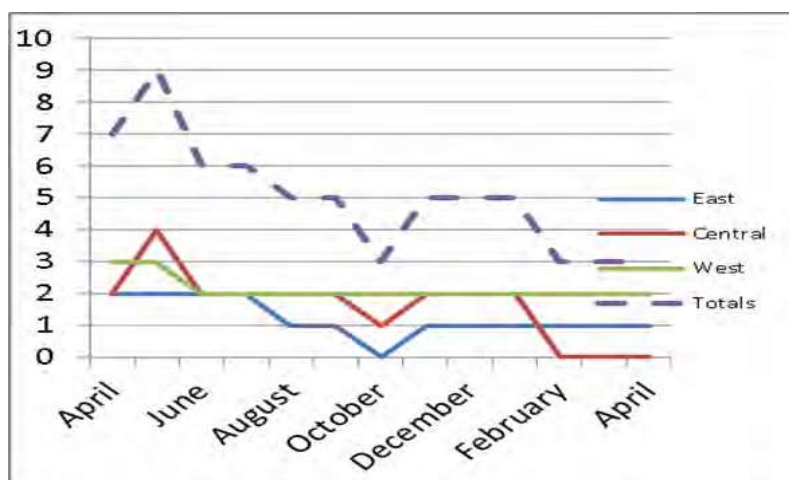
As a Board we have also identified the need to work with Independent Schools in North Wales in strengthening safeguarding arrangements within the schools. A number of Independent Schools are listed as charities and so it is essential that Schools Governors are able to provide oversight around safeguarding arrangements in these schools in accordance with the Charity Commissions requirements.

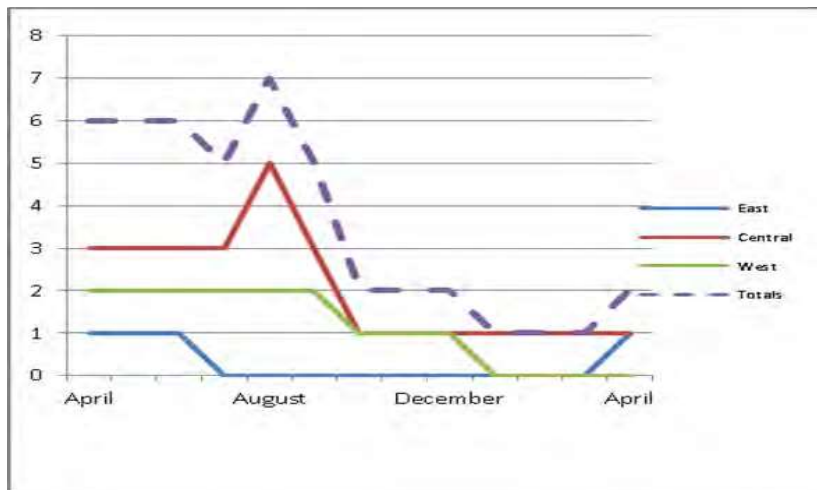
As a Board, we will also consider our response to the increase in number of Knife Crime being reported within Schools in England and Wales.

Challenges within the Residential/ Nursing Care Sector

The NWSAB continue to track and review the number of Residential Nursing / Care Homes placed within the Escalating Concerns process. Quality of Care issues can quickly escalated into Adult at Risk issues.

Number of Nursing Homes in Escalating Concerns during 2018/19





Number of Residential Homes in Escalating Concerns during 2018/19

Wylfa Newydd

In the annual report last year, we highlighted the potential safeguarding implications on the proposed new Nuclear Power station in Ynys Mon. In response to these concerns, work was undertaken on an impact assessment on the potential Safeguarding practice issues. In January 2019, the work on the Nuclear Power Station has been suspended. Via the Local Authority, we will continue to monitor any potential new developments.

Liberty of Protection Safeguarding

The NWSAB received a presentation on the Mental Capacity (Amendment) Act 2019. The presentation highlighted the potential key changes. The Board will await the publication of the Code of Practice in 19/20 and consider any potential safeguarding issues that may arise.

GLOSSARY:

AMH	Adult Mental Health	NISB	National Independent Safeguarding Board
APR	Adult Practice Review	NPS	National Probation Service
AWCPP	All Wales Child Protection Procedures	NSPCC	National Society for the Prevention of Cruelty to Children
BCUHB	Betsi Cadwaladr University Health Board	NWP	North Wales Police
CAMH	Children Adolescent Mental Health	NWSB	North Wales Safeguarding Boards
CCBC	Conwy County Borough Council	NWSAB	North Wales Safeguarding Adults Board
CHC	Continuing Health Care	NWSCB	North Wales Safeguarding Children's Board
CPR	Child Practice Review	POVA	Protection of Vulnerable Adults
CRC	Community Rehabilitation Company	P & P	Policy & Procedure
CSE	Child Sexual Exploitation	PCC	Police Complaints Commissioner
DCC	Denbighshire County Council	PHW	Public Health Wales
LDG	Local Delivery Group	PRUDIC	Procedural Response to Unexpected Death in Childhood
DHR	Domestic Homicide Review	PVPU	Protecting Vulnerable Persons Unit
EAPR	Extended Adult Practice Review	SCWDP	Social Care Workforce Development Partnership
ECPR	Extended Child Practice Review	SERAF	Sexual Exploitation Risk Assessment Framework
FCC	Flintshire County Council	SMART	Specific, Measurable, Achievable, Realistic, Timely
GC	Gwynedd Council	SSWBA	Social Services Wellbeing Act (Wales) 2014
HASCAS	Health and Social Care Advisory Service	T & WDG	Training and Workforce Development Group
HSB	Harmful Sexual Behavior	WAST	Welsh Ambulance Service Trust
IOAC	Isle of Anglesey Council	WCBC	Wrexham County Borough Council
KPI	Key Performance Indicator	WG	Welsh Government
LA	Local Authority	YN	Ynys Mon
LDU	Local Delivery Unit		
LSCB	Local Safeguarding Children's Board		
MAPF	Multi-Agency Professional Forum		
MARAC	Multi-Agency Risk Assessment Conference		
MHLD	Mental Health Learning Disabilities		

CONTACT INFORMATION AND USEFUL LINKS

Everyone has a duty to be alert to concerns about the abuse and neglect of people and know to whom they should report their concerns.

If you are worried that a child or adult is being abused or neglected you must report your concerns to your local Social Services contact. Details are listed below:

If you have concerns about a child:

Anglesey	01248 725888
Conwy	01492 575111 (Out of hours) 01492 515777
Denbighshire	01824 712200 (Out of hours) 0345 053 3116
Flintshire	01352 701000 (Out of hours) 0345 0533116
Gwynedd	01766 772577 (Out of hours) 01248 353551
Wrexham	01978 292039 (Out of hours) 0345 053 3116

If you have concerns about an adult:

Anglesey	01248 752752
Conwy	0300 456 1111 (Out of hours) 0300 123 3079
Denbighshire	0300 4561000 (Out of hours) 0345 053 3116
Flintshire	01352 803444 (Out of hours) 0345 0533116
Gwynedd	01766 772577 (Out of hours) 01248 353551
Wrexham	01978 292066 (Out of hours) 0345 053 311